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ABSTRACT

A national survey examined customer satisfaction with displaced homemaker and single parent services across the United States. In April 1994, questionnaires were sent to approximately 1,360 local displaced homemaker and single parent programs. Approximately 235 programs (representing 47 states) choosing to participate (a 17.3% participation rate) were asked to distribute the questionnaires to current and former program customers. A total of 6,545 responses were eventually returned. The response rate was estimated at 21.8% (based on the number of postage-paid envelopes requested by participating programs). The data were analyzed collectively and by state for those 37 states from which at least 44 responses were received. Customer satisfaction with programs was high: 85.2% of respondents rated their program as excellent/very good, and only 3.6% rated it as fair/poor. High overall ratings of programs were consistent across race, age, employment status, and income groups. Three-fourths of the 61% of respondents who had participated in other government programs rated their displaced homemaker/single parent program as much better/better than the other government program(s) in which they had participated. Satisfaction with the following program areas and services was also high: career exploration/counseling; support services, life skills development, and job training and placement. (State summaries and 343 tables/graphs are included.) (MN)

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CUSTOMERS SPEAK OUT ON DISPLACED HOMEMAKER AND SINGLE PARENT SERVICES

A Report on the Findings of a National Customer Satisfaction Assessment

January 1995

WOMEN WORK!
The National Network for Women's Employment
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** A total of thirty-seven states produced a sufficient number of responses to allow for reporting and analysis of individual state data. In order to be included in the state reports, a minimum of forty-four responses were needed.*

Acknowledgements

Women Work! would like to thank Judy Lederer, President of Lederer Qualitative Consultancy Inc., for her contributions of both time and expertise in developing the Customer Satisfaction Assessment questionnaire, conducting the data collection, and analyzing the results of the Assessment. We also thank Cathy Harrison of Professional Research Services for her role in tabulating and reporting the data.

Margaret H. Davis, Program and Policy Development Manager at Women Work!, worked with Lederer Qualitative Consultancy, Inc. to analyze the data, and organized and wrote this report. Catalina Boggio, Manager Assistant at Women Work!, diligently reviewed and summarized the state data reported in this analysis.

I needed someone to give me some guidance. I was recently divorced, a single parent and I had not been able to get any work. No one would give me a chance. I knew there were a number of things I could do if someone would just give me a chance. Then I found the Displaced Homemaker/Single Parent Program at the community college. At first I thought I would get my one-year certificate. But the program staff prodded me to keep going on, which led to a two-year degree.

I was in KANWork (Kansas' welfare-to-work program)... At first there was a conflict with my caseworker about me attending school. He felt I wouldn't amount to anything. After I turned in my grades, he turned around.

I will graduate soon with a bachelors in Accounting. I've already secured a position with an accounting firm. I hope to have my own business some day. My mom was a bookkeeper. I have always dreamed of becoming a CPA, but I didn't think it would be realized.

I have one child. It's hard to juggle things at times, but we manage. I have found that I don't need much sleep anymore. If I hadn't found the program, I wouldn't have been able to get off welfare. I've recommended the program to a number of people.

Alicia Rodriguez
Hays, Kansas

Background and Purpose

For nearly twenty years, local displaced homemaker and single parent programs have provided **specialized, targeted career preparation services** to women struggling through life transitions and working hard to find a way to support themselves and their families. Displaced homemakers primarily are women who are seeking to enter or re-enter the workforce, often after years of staying home to raise a family. Although some have worked, it is usually in low-wage, low-skill jobs that do not provide financial independence. And now, because of the death or long term unemployment of their spouse, or because of divorce or separation, these women must find employment that leads to economic self-sufficiency.

The number of displaced homemakers and single parents in the United States continues to grow. *Women Work, Poverty Persists: A Status Report on Displaced Homemakers and Single Mothers in the United States*, is a study based on Census data and released by Women Work! in February 1994 which finds that there are approximately 7.4 million displaced homemakers under the age of 65 years. There also are more than 7 million single mothers. Nearly half of displaced homemakers and 30% of single mothers lack a high school diploma. While the poverty rate for all U.S. adult householders was 11% in 1990, the poverty rate for displaced homemakers and single mothers was 44% and 42% respectively. According to this report, the factor that raises the income of displaced homemakers and single mothers most significantly is higher education.

Women Work! The National Network for Women's Employment (formerly the National Displaced Homemakers Network) includes over 1,300 education and training programs that target their services to economically vulnerable women — most living in poverty or near poverty; many supporting children or other dependents. These programs serve an estimated 400,000 women each year, and the number of those seeking their services continues to grow.

Women's Education and Training Programs Provide Customized Services . . .

Local displaced homemaker and single parent programs are most typically supported by one or more of three primary funding sources: the federal Carl Perkins Vocational and Applied Technology Education Act, the federal Job Training Partnership Act (JTPA) and state-appropriated funds for displaced homemaker services in 27 states. Some programs also receive funding through the federal Job Opportunities and Basic Skills (JOBS) Training Program or a similar state welfare program, as well as private donations, foundations, corporate contributions and the United Way. Coordination among funding sources and with various community agencies is a hallmark of these programs.

What sets these programs apart is their individualized approach to customer service. Programs provide comprehensive, individualized vocational preparation, career counseling, training-related and support services, combined with information and referrals that are tailored to women's needs. These services make it possible for women to transition successfully into skills training or education or into the paid workforce.

First-ever National Customer Satisfaction Assessment . . .

Never before has there been an independent, national assessment of current and former customers of displaced homemaker and single parent programs. This report summarizes the responses from the customer satisfaction questionnaire that was distributed in the spring and summer of 1994, and is the ***first and only comprehensive, national customer satisfaction assessment of displaced homemaker and single parent services.***

Policy-makers in Washington and across the country continue to debate how best to provide education and job training services. Federal and state funds have become more and more limited, forcing policy-makers to examine closely what programs work and which do not. An important component lacking in this debate has been a formally documented assessment of customer satisfaction rates to understand better the benefits derived from these programs, and explore the specific services that make displaced homemaker and single parent programs so unique. The Women Work! assessment was designed and implemented to provide more detailed information regarding how customers feel about the services they receive and how displaced homemaker and single parent services compare to other government-funded services.

Methodology and Sample

The Customer Satisfaction Assessment is based on the results of a nation-wide questionnaire completed by displaced homemaker and single parent program customers during the spring and summer of 1994. The questionnaire was designed and administered by Lederer Qualitative Consultancy, Inc., in collaboration with Women Work!. Lederer Qualitative Consultancy, Inc. is an independent research and consulting firm based in Stamford, Connecticut.

A letter from the Executive Director of Women Work! describing the purpose of the Customer Satisfaction Assessment was sent in April 1994, to approximately 1,360 local displaced homemaker and single parent programs to solicit their participation. The programs choosing to participate were asked to distribute the questionnaires to current and former program customers. Women Work! supplied postage-paid business reply envelopes on request from the programs. However, programs were required to photocopy the questionnaire themselves. During the months of May and June, questionnaires were mailed by the local programs to current and former program customers.

Individuals completing the questionnaires were instructed to return them to Lederer Qualitative Consultancy, Inc., using the postage-paid business reply envelope. Questionnaires were accepted through the beginning of August 1994.

Lederer Qualitative Consultancy, Inc. and Professional Research Services, Inc. tabulated and summarized the data. In addition to tabulating and analyzing the total number of responses, the data also were broken down by state. States that had at least forty-

four responses were analyzed individually and the results summarized in this report. Thirty-seven states met this minimum requirement to analyze and report the state's data. However, caution should be used in interpreting state data where there are fewer than one hundred responses provided.

I had just come out of an abusive relationship. I had no skills, and no money. What happened to me can happen to anyone. It is terrible, the emotional turmoil you find yourself in, without funds and without recourse, when you decide you don't have to take this kind of abuse anymore. You are left with nothing. The PHASE program offered me personal counseling. They believed in me when I couldn't believe in me. They kept saying 'Yes, you can do it.'

The program gave us a complete inventory as to our likes and dislikes, and skill level. This helped me find a place from which I could move forward. I had four children and extensive volunteer experience. I had some college experience, but that had been years ago, and was currently worthless. PHASE gave me job preparation skills such as how to interview, resume writing, cover letters, etc. They put me in touch with several organizations that were hiring at the time. They facilitated my going back to school and now I am an optician. I am even nationally certified.

I hate to think what would have happened to me and my children without this program. It was a lifesaver. It was what really got me on my feet. And they've never dropped the ball.

Tina Gallardo
Tucson, Arizona

Nearly 1,360 local displaced homemaker and single parent programs were offered the opportunity to participate in the Customer Satisfaction Assessment. Approximately 235 programs, representing forty-seven states, chose to take part (a 17.3% participation rate) by distributing the questionnaire to program customers. In all, these 235 programs requested approximately 30,000 postage-paid return envelopes. As described in the Methodology section above, the programs were directly responsible for distributing the questionnaires.

A total of 6,545 responses were received, an estimated response rate of 21.8%. This response rate is clearly an estimation because it cannot be verified that all 30,000 questionnaires were mailed out to program customers. For example, a program wishing to participate in the Customer Satisfaction Assessment may have estimated that they would need 200 postage-paid business reply envelopes and, thus, requested that amount from Women Work!, but may have mailed out only 175 copies of the questionnaire. Although this method of distribution does not allow a precise response rate to be determined, it ultimately proved a more effective process. Limited financial and personnel resources and program customer confidentiality issues precluded a more scientific approach to measuring customer satisfaction.

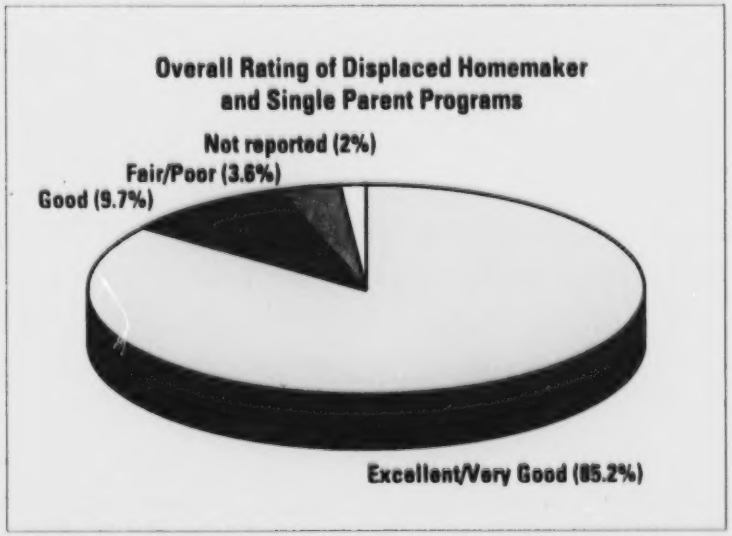
While recognizing these limitations, it should be noted that the results of this Assessment are consistent with focus groups, anecdotal information and other less comprehensive evaluations gathered in recent years. This report adds to a growing body of knowledge that testifies to the effectiveness and success of displaced homemaker and single parent programs.

ASSESSMENT FINDINGS

Displaced Homemaker and Single Parent Program Customers Rate Their Experiences

High Customer Satisfaction
When asked how they would rate the displaced homemaker or single parent program in which they participated, the overwhelming majority of customers give high marks to the program:

85.2% rate the program Excellent or Very Good, 9.7% rate the program as Good, and only 3.6% rate it as Fair or Poor.



High Overall Ratings Consistent Across Race, Age, Employment Status and Income Groups.

Among racial and ethnic groups:
86% of Caucasian...
85% of Native American...
84% of Hispanic...
83% of African-American...
81% of Asian customers rate the displaced homemaker and single parent programs as Excellent or Very Good.

Nearly all age groups rate the programs similarly:
76% of 15-19 year olds...
84% of both 20-24 and 25-34 year olds...
86% of 35-44 year olds...
87% of 45-54 year olds...
86% of those over the age of 55 rate the programs as Excellent or Very Good.

The employment status of customers also has very little effect on the overall high ratings that programs receive:
87% of those in education or training...
87% of those employed...
81% of those who were looking for a job...
81% of those who were unemployed and not looking for work rate the programs as Excellent or Very Good.

The vast majority of customers from all income groups also feel positively about the displaced homemaker or single parent program:

83% of customers with income under $5,000...
85% of customers with income between $5,000 - $9,999...
88% of customers with income $10,000 - $14,999...
88% of customers with income over $15,000 rate the program as **Excellent or Very Good.**

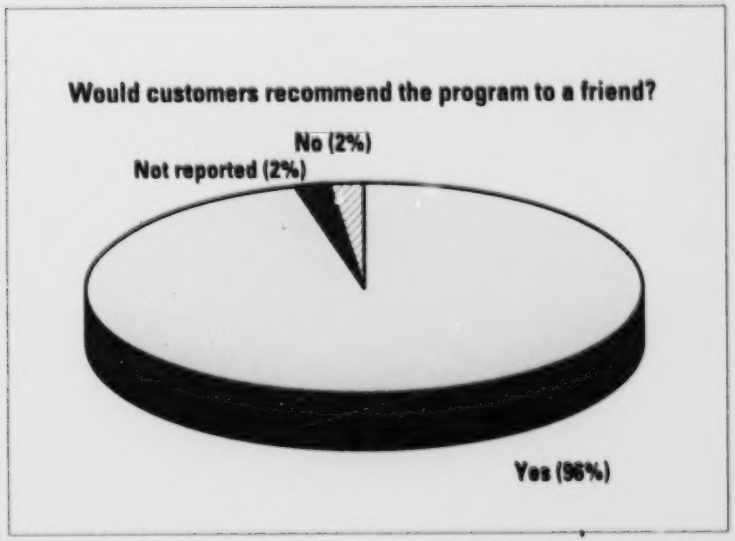
Displaced Homemaker and Single Parent Programs Highly Recommended

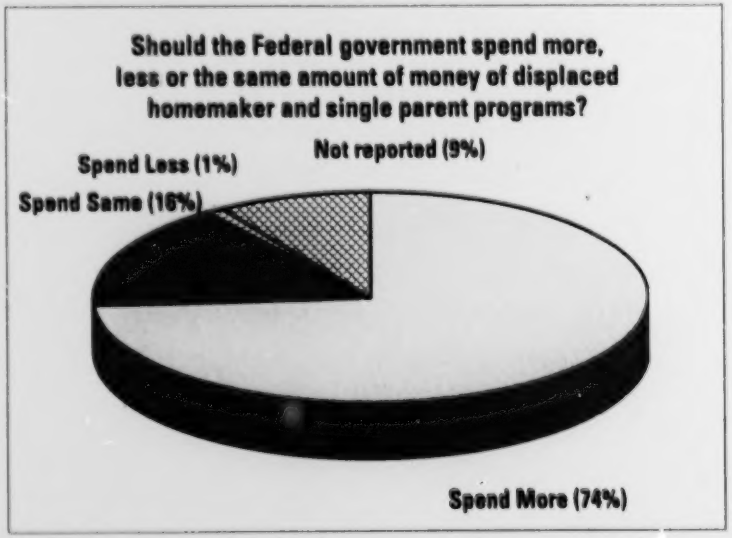
Given the consistently high overall ratings of the displaced homemaker and single parent services, it is not surprising that, when asked, **nearly all customers — 96% — agree that they would recommend the program to a friend.** Again, this strong endorsement of the programs is consistent across race, age, employment status, and income groups.

Customers Support Using Tax Dollars for Programs

Ninety-seven percent of all customers feel that funding displaced homemaker and single parent programs like the one they attended is a good use of their tax dollars.

Almost three out of every four customers (74%) believe that the federal government should be spending more money on displaced homemaker and single parent services. Sixteen percent indicate that the federal government should continue to spend the same amount. Less than 1% feel the government should spend less.




Should the Federal government spend more, less or the same amount of money of displaced homemaker and single parent programs?
Spend Less (1%)
Not reported (9%)
Spend Same (16%)
Spend More (74%)

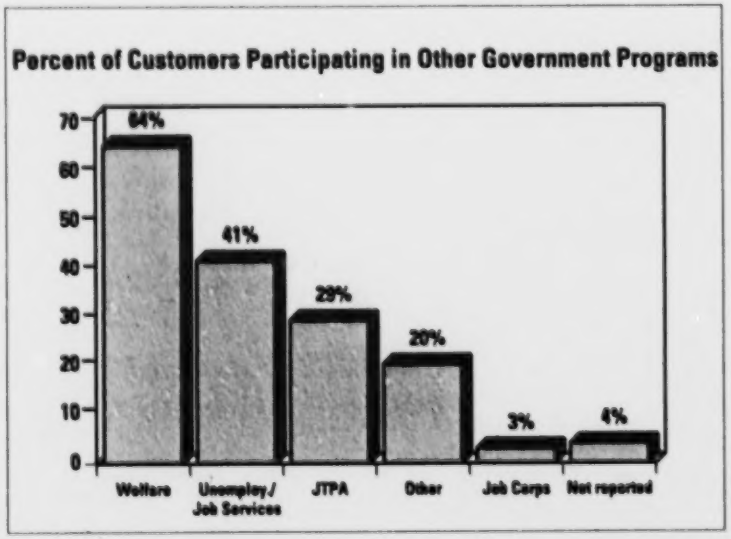
Although responses to this question are generally consistent across demographic characteristics, there is one difference worth noting. The vast majority of African-American (77%), Hispanic (77%), Caucasian (74%), and Native American (74%) customers feel the government should spend more money on displaced homemaker and single parent programs, while a smaller majority (58%) of Asian customers agreed. However, caution should be used when interpreting the meaning of this data, since the total number of Asian customers was small (43), and because 23% of Asian customers chose not to answer this question.

The majority of all age groups believe the federal government should spend more money on displaced homemaker and single parent programs: 66% of 15-19 year olds, 74% of 20-24 year olds, 77% of 25-34 year olds, 74% of 35-44 year olds, and 74% of 45-54 year olds and 64% of those over 55 years say spend more.

Displaced Homemaker and Single Parent Programs Rate Better Than Other Government Programs

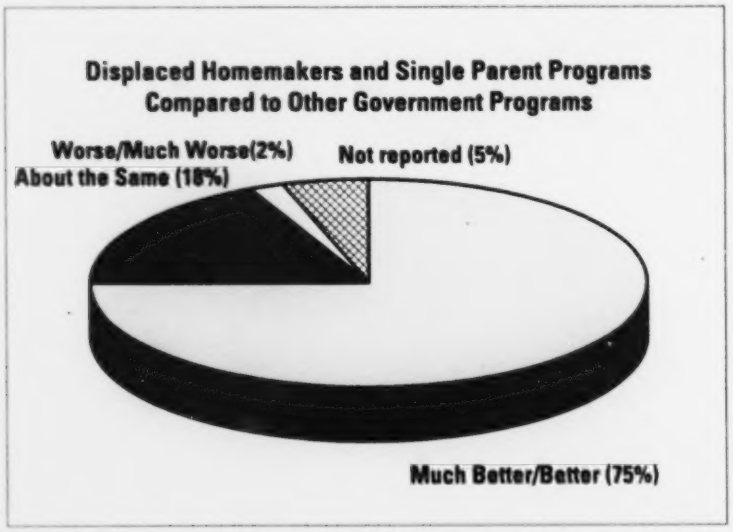
More than 61% of the customers responding to the Women Work! questionnaire report having participated in other government programs. Of those who said they participated in other government programs[1]:

- 64% have experience with the welfare system
- 41% have experience with Unemployment Insurance/ Employment Service
- 29% participated in JTPA programs
- 20% participated in "other" government programs
- 3% participated in Job Corps



[1] *Individuals may have participated in more than one of these programs.*

Three out of four customers who participated in other government programs rate the displaced homemaker or single parent program as Much Better or Better. Eighteen percent feel the displaced homemaker or single parent program is About the Same, and only two percent rate it as Worse.



Individuals in all types of employment situations consistently rate the displaced homemaker or single parent program as better than other government programs. Seventy-seven percent of those who are employed, 76% of those in education or training programs, 70% of those seeking a job, and 70% of those who are unemployed and not looking for work rate the displaced homemaker or single parent program as Much Better or Better.

Displaced Homemaker and Single Parent Program Customers Rate Program Elements

Displaced homemaker and single parent programs are unique in that they emphasize individually-targeted pre-employment training and counseling services. They are particularly qualified to prepare women for further education, skills training and employment. The programs serve women who often have just entered an emotional and financial crisis and are suddenly forced to go it alone because of divorce, the death of a spouse, or some other major life transition. The personal attention and network of support the Women Work! programs provide is critical for enabling women to begin working towards employment. Counselors and staff guide women through a process of career exploration and skills development that will help them make choices and decisions about which jobs are right for them. Most programs do not directly provide skills training services, but have on hand an extensive network of resources and referral services so that women enroll in the right education or skills training program, or can access job placement services.

Customers were asked to rate various services they received from the displaced homemaker and single parent program.[2] Generally, the types of services most displaced homemaker and single parent programs provide can be divided into four categories:

- Career Exploration and Counseling
- Support Services
- Life-Skills Development
- Job Training and Placement

[2] *Percentages in this section are based on total number of respondents utilizing each particular service. Not every service was available to every respondent, or some participants may have chosen not to use a particular service.*

Career Exploration and Counseling

Career exploration and counseling are particularly important steps to helping women assess their employment options and move toward economic self-sufficiency. Many displaced homemakers and single parents have been out of the workplace for a number of years, and the opportunities available to them have changed dramatically. Through career exploration, counseling and goal-setting activities, women are able to focus their skills and interests on a particular career path leading to financial independence. The programs then guide and support women as they determine how to reach those goals. What kind of training will they need? How can they transfer their home-making, and other skills to the current marketplace? Do they need to return to school? How do they register for classes? What kind of financial aid are they eligible for? Where can they get dependent care while they are in training or classes?

Unlike most job training programs, displaced homemaker and single parent programs place a special emphasis on providing information about and exposure to high-skill, high-wage non-traditional jobs. As with other women workers, displaced homemakers and single parents are under-represented in non-traditional occupations. Their concentration in traditionally female low-wage jobs has resulted in persistently high poverty rates. Non-traditional occupations are one important option for women seeking higher wages, job growth, and improved benefits. Program coordinators and staff often have special expertise to help women explore the possibilities and benefits of non-traditional occupations.

Customers Rate Program Services: Career Exploration

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
Help in identifying career goals	71.2%	20.0%	8.8%
Career counseling	67.2%	22.1%	10.8%
Help in getting/staying on track toward career goals	65.6%	21.7%	12.7%
Exposure to non-traditional job opportunities	61.5%	24.8%	13.8%

The Opportunity Center helped me to focus in on the things that I enjoyed in order to find the right career. They surveyed my interests, and found that I enjoyed working on very detailed jobs. I also have good speaking skills. The program helped me work on my resume writing, interviewing, and how to present myself in the best possible way to a prospective employer. It is important to be able to present your skills as a homemaker as valuable skills which can be transferred to the workplace. The displaced homemaker program teaches women how to present their time management, budgeting, and other homemaking skills as ones that can be seen as valuable by employers. I now work in graphic arts.

Karen Keefe
LaCrosse, Wisconsin

Support Services

Women who are responsible for young children or older family members need basic support services like dependent care and transportation in order to participate in any pre-employment or employment programs. More than half of displaced homemakers ages 20-44 have one or more children.[3] Forty-five percent of single mothers have children under six years of age.[4] Lack of these critical support services essentially prohibits many women from participating in training programs. Displaced homemaker and single parent programs make it a priority to provide support services for women.

In addition, programs often play an important role in helping women find tuition assistance. Program staff work closely with participants to complete federal and state financial aid forms and inform women about special private scholarships that may be available in their communities.

Customers Rate Program Services: Support Services

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
Help with tuition	76.8%	13.7%	9.5%
Help with child care	73.1%	14.9%	12.0%
Help with transportation	71.4%	16.4%	12.2%
Help with adult dependent care	62.3%	22.8%	14.9%

[3] *Women Work, Poverty Persists: A Status Report on Displaced Homemakers and Single Mothers in the United States*, Women Work! Washington, DC February 1994.
[4] *Ibid*

I was recently divorced and felt very much at sea. I couldn't believe how the world has changed so much since I got married and stopped working. Everything is with computers, and computers and I don't get along very well. I am very well educated, and [my skills] totally obsolete.

I went to the Bensonhurst Displaced Homemakers Program and the director said 'Don't worry about it, it'll all be worked out.' I looked at her like she was crazy. You come in there feeling very, very low. There is a whole portion of the program devoted to self-esteem building. There is also an internship program so women can gain hands-on experience. The program is about gaining confidence so you can go out and gain economic independence — and that's what this is all about.

This is what all the politicians are talking about — getting people economically self-sufficient — only they don't know how to do it. They need to look at programs like this that are doing it. [Because of the services I received] I am now teaching at Kingsborough Community College.

Diana Jarmul
Brooklyn, New York

Life Skills Development

The life skills development services that displaced homemaker and single parent programs provide are one of the important factors that set these programs apart. The individuals who come through these programs are in the midst of tremendous economic and emotional turmoil. Many have been out of the workforce for a number of years or on the fringes of the workforce, working either part-time or part-year. A divorce or death of a spouse has suddenly thrust them into a new and uncertain world, where they face financial crisis. Displaced homemakers and single parents must take on many new roles and responsibilities, often all at the same time. For these women, the first step toward independence is to drive out fear and confusion through building self-esteem and helping them understand that they are not alone in their struggle. Only then can these women move forward with career goals and job training. The life skills development workshops that programs provide on a range of topics, including personal finance management, goal-setting, and parenting, are an essential bridge for these women.

Customers Rate Program Services: Life Skills Development

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
Building self-esteem /self-confidence	81.4%	13.8%	4.8%
Being with women having similar experiences/needs	77.4%	16.7%	5.9%
Personal attention you received	77.4%	14.4%	8.2%
Personal counseling	73.8%	18.4%	7.8%
Support group	73.2%	18.9%	7.9%

Job Training and Placement

Displaced homemaker and single parent programs offer special expertise in providing pre-employment and pre-vocational services. The vast majority of these programs do not have on-site skills training programs, but often work closely with other training and education programs located in the same institution or the surrounding community. Many also provide job readiness services, including workshops or classes on resume writing, job interviewing, dressing for interviews and the workplace, and job search strategies. Most do not offer job placement services, but will refer clients to a central placement office within their institution. Therefore, the program's role in terms of specific skills training and job placement is one of support and referral. Once a woman reaches the stage of entering into specific job training or education, the programs provide the "glue" that help her piece together an effective strategy for getting a job that will lead to economic self-sufficiency.

It is important to note that the degree of customer satisfaction correlates directly to the degree to which displaced homemaker and single parent programs have control over the service delivery. The vast majority of displaced homemaker and single parent programs do not receive funding to provide job develop-

ment and placement services; they must instead rely on referring customers to other service providers, whose quality they cannot control. This is demonstrated below by customer satisfaction ratings of program elements related to finding a job, both "information about job openings" and "help finding a job," that are significantly lower than the satisfaction ratings for all other program elements.

Customers Rate Program Services: Job Training and Placement

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
Skills training	62.5%	24.5%	13.0%
Information about job openings	55.4%	25.4%	19.2%
Help finding a job	48.6%	25.6%	25.8%

CONCLUSION

This Customer Satisfaction Assessment has given Women Work! the opportunity, for the first time, to ask program customers directly to rate the services they received and make comparisons of these services to other government-funded employment or social service programs. While taking into consideration the limitations of the sampling methods, the results of this assessment provide further evidence of the effectiveness of displaced homemaker and single parent programs.

According to their customers, these are *government-funded programs that work.* Many programs funded by federal and state tax dollars have been maligned as being ineffective and a waste of taxpayer dollars. However, customers of displaced homemaker and single parent programs overwhelmingly agree that these services are a good use of their tax dollars and that these programs should receive **more** financial resources to continue and expand their work. This is critical testimony when resources for education and training are being scrutinized closely by policy-makers at the federal and state levels.

One of the severe flaws in past vocational preparation and job training programs has been the failure to recognize that women experience different barriers to employment than do men, and therefore have different service needs. As efforts to reform the nation's education and job training policies move forward, policy-makers at the federal and state levels should recognize women's unique needs and **support and expand existing programs that are specifically designed to address these**

needs, yet provide the program operator the flexibility to customize the services based on the individual situation. Displaced homemaker and single parent programs have always functioned on this model — and, as a result, have built up a customer satisfaction rate that is second to none.

STATE SUMMARIES

Completed questionnaires were received from all fifty states. A total of thirty-seven states had a sufficient number of responses that would allow us to analyze and report individual state data. In order to be included in the state reports, a minimum of forty-four responses were needed. However, caution should be used when interpreting the data for those states that have fewer than 100 responses.

The following is a list of the states included in this report and the total number of questionnaires received from each state.

State	Number of Responses
Alabama	102
Arizona	163
California	96
Colorado	47
Connecticut	88
Florida	127
Georgia	74
Hawaii	58
Idaho	72
Illinois	752
Kansas	64
Louisiana	83
Maine	247
Massachusetts	101
Michigan	467
Mississippi	134
Missouri	208
Montana	115
Nebraska	89
Nevada	65
New Jersey	161
New Mexico	44
New York	131
North Dakota	49
Ohio	248
Oklahoma	95
Oregon	537
Pennsylvania	450
Rhode Island	55
South Carolina	54
Tennessee	188
Texas	142
Utah	55
Virginia	156
Washington	138
West Virginia	65
Wisconsin	414

The following pages summarize the assessment results in each of these thirty-seven states.

ALABAMA

90% of Customers Rate Program Excellent or Very Good

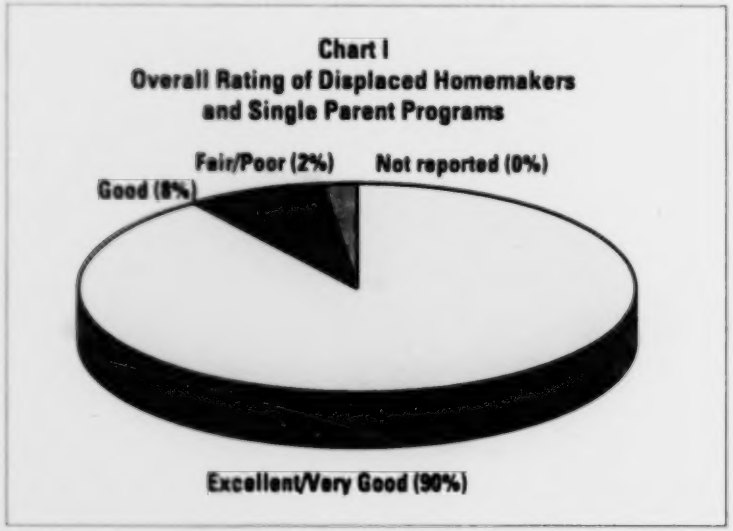
Alabama Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **90% of customers from Alabama rated programs as Excellent or Very Good.** Eight percent rated the programs as Good, and only 2% as Fair or Poor (Chart I).[1] In fact, not one customer gave a Poor rating.

Alabama's displaced homemaker and single parent programs come highly recommended. **Ninety-seven percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

All of the customers responding from Alabama believed the program to be a good use of tax dollars, and 81% felt that more money should be spent on the programs. Ten percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



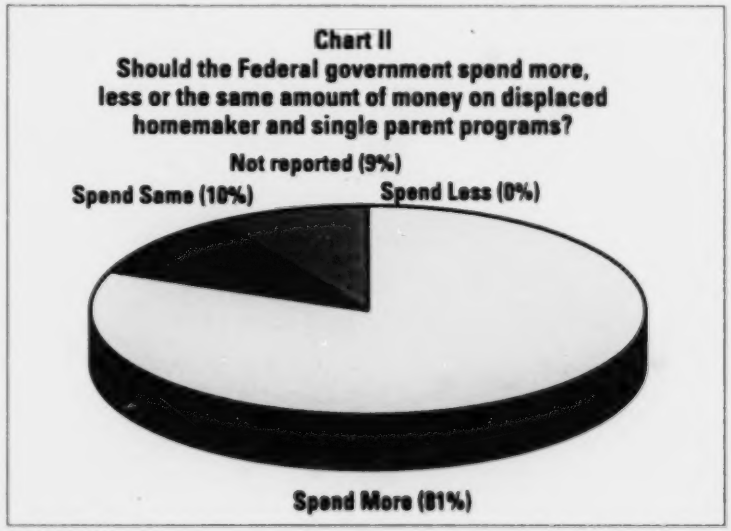
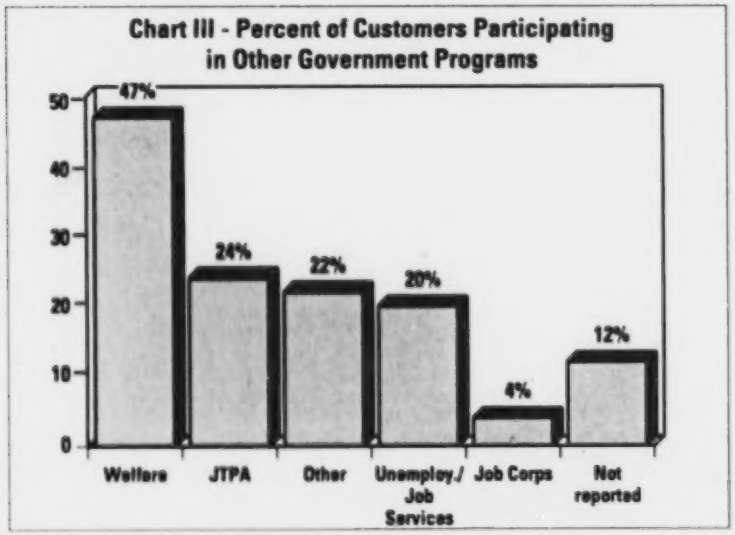


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (9%)
Spend Same (10%)
Spend Less (0%)
Spend More (81%)

[1] *Analysis based on a total of 102 questionnaires that were received from Alabama program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



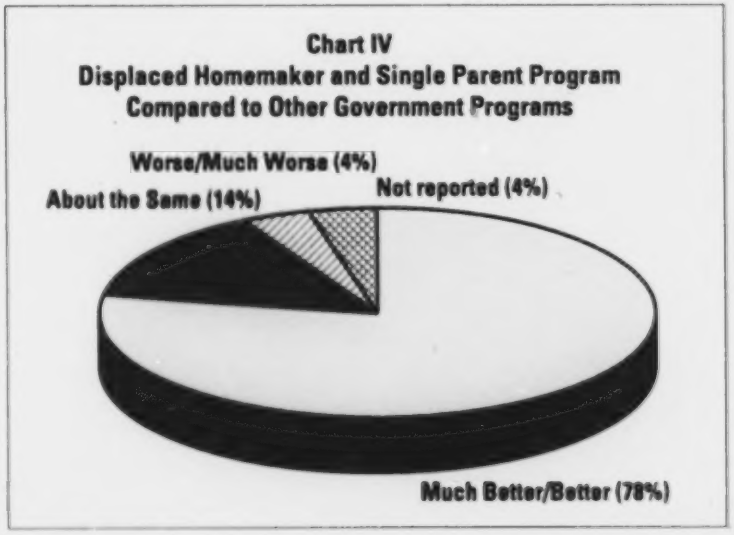


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (4%)
About the Same (14%)
Not reported (4%)
Much Better/Better (78%)

Forty-eight percent of the customers from Alabama reported having participated in other government programs. Of those, 20% had experience with Unemployment or Job Services, 24% had participated in a JTPA program, and 47% had received Welfare Services (Chart III).[2]

Of those who had experience with other government programs, **78% rated the displaced homemaker or single parent program as Much Better or Better.** Fourteen percent rated it About the Same, only 4% rated it as Worse, and none marked Much Worse (Chart IV).

[2] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 49 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

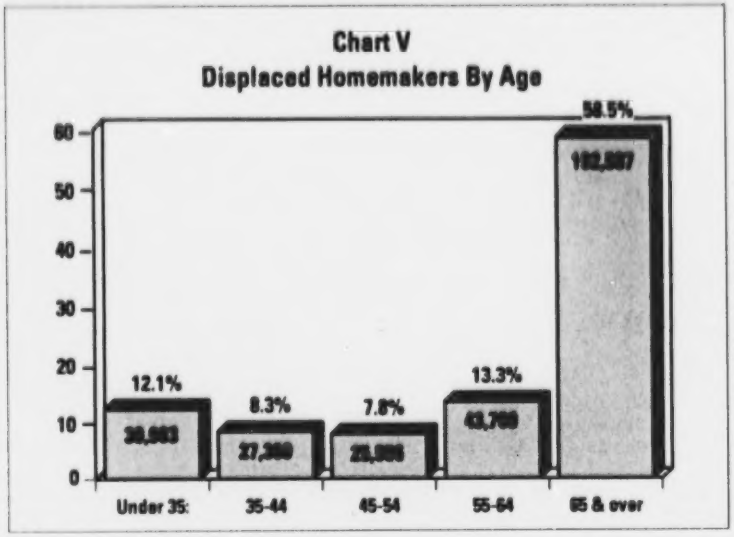
Alabama's Customers Rate Program Services

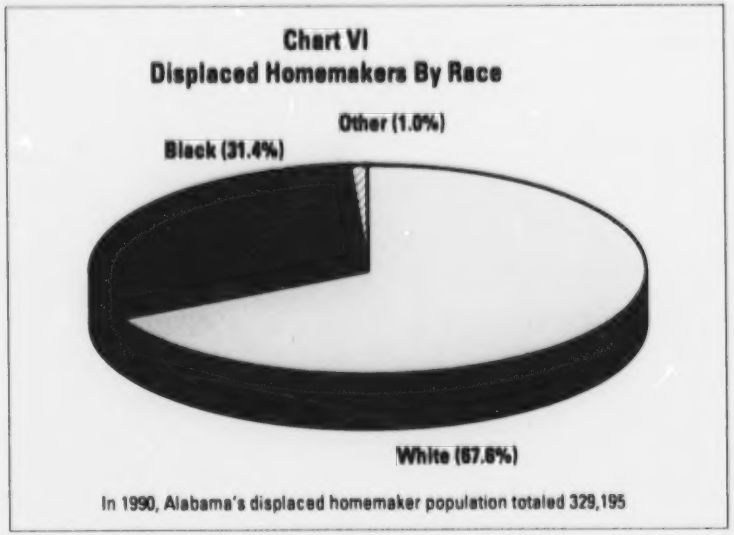
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[3]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	90%	10%	0%
Women with Similar Experiences	86%	12%	2%
Support Group	84%	12%	4%
Personal Counseling	81%	13%	6%
Personal Attention	81%	14%	5%
CAREER EXPLORATION			
Help Identifying Career Goals	75%	22%	3%
Career Counseling	67%	24%	9%
Getting/Staying on Track with Goals	64%	25%	11%
Exposure to Non-Traditional	56%	28%	16%
JOB TRAINING AND PLACEMENT*			
Skills Training	64%	26%	11%
Information About Job Openings	46%	31%	24%
Help Finding a Job	40%	28%	32%
SUPPORT SERVICES			
Help with Tuition	91%	7%	2%
Child Care**	74%	12%	14%
Transportation**	69%	26%	6%
Adult Dependent Care**	60%	28%	12%

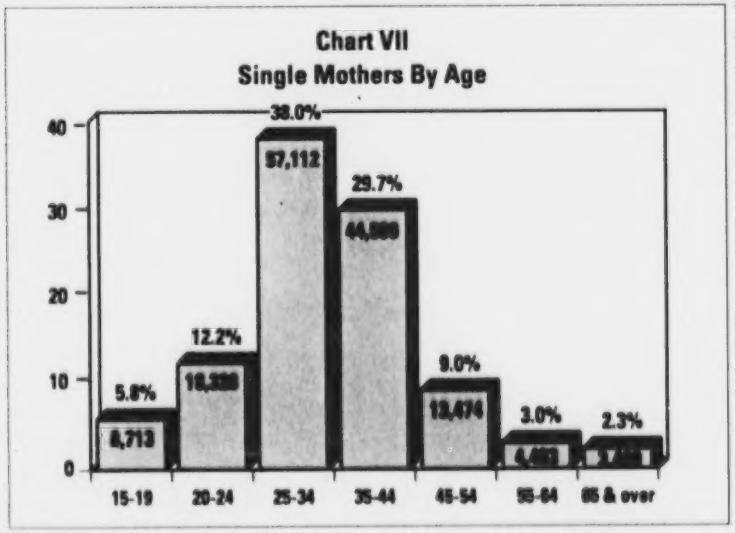
* *See explanation on page 7.*
** *Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[3] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

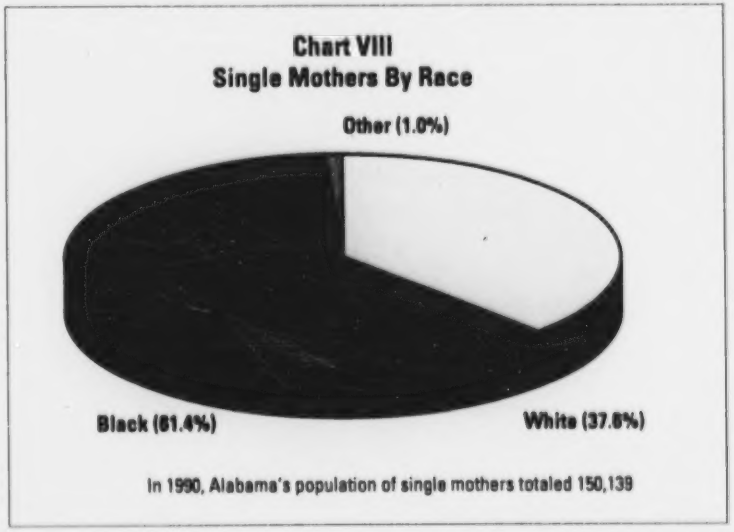
Alabama Displaced Homemakers and Single Parents by Age and Race*





In 1990, Alabama's displaced homemaker population totaled 329,195





In 1990, Alabama's population of single mothers totaled 150,139

*Source: Women Work, *Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States*

ARIZONA

88% of Customers Rate Program Excellent or Very Good

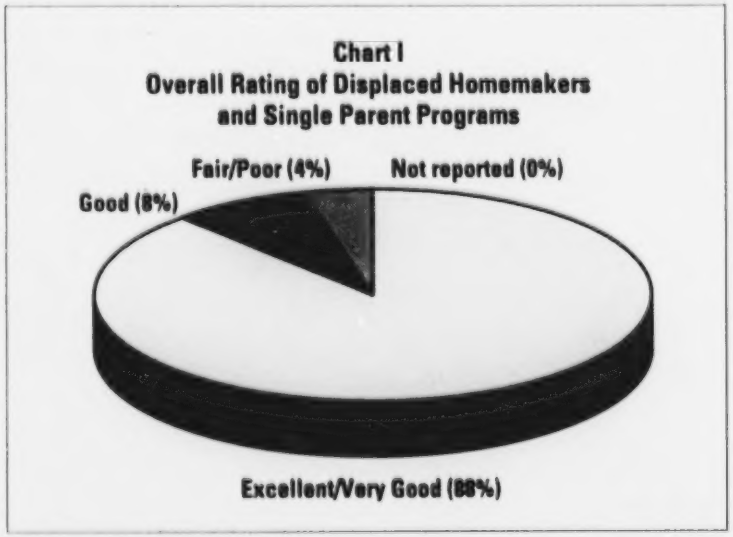
Arizona Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **88% of customers from Arizona rated programs as Excellent or Very Good.** Eight percent rated the programs as Good, and only 4% as Fair or Poor (Chart I).[4]

Arizona displaced homemaker and single parent programs come highly recommended. **Ninety-six percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-eight percent of the customers responding from Arizona believed the program to be a good use of tax dollars, and 81% felt that more money should be spent on the programs. Ten percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



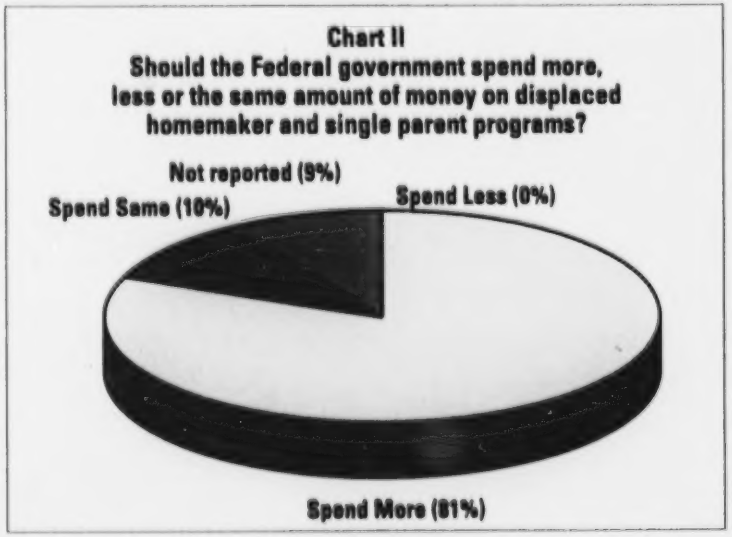
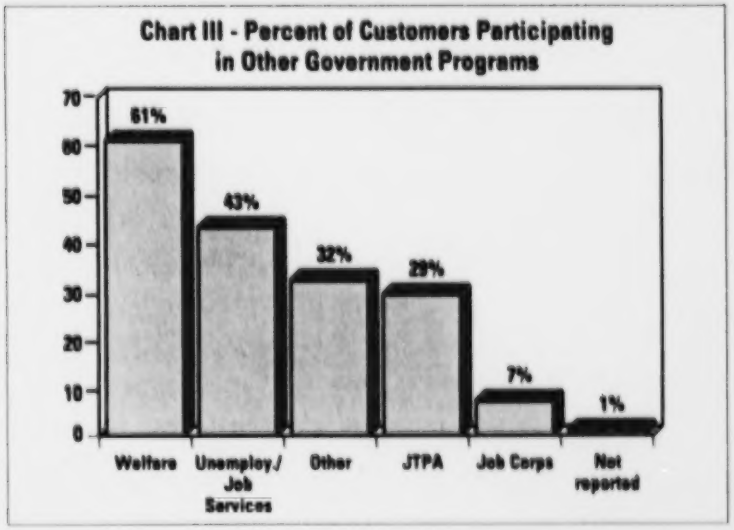


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (9%)
Spend Same (10%)
Spend Less (0%)
Spend More (81%)

[4] *Analysis based on a total of 163 questionnaires that were received from Arizona program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



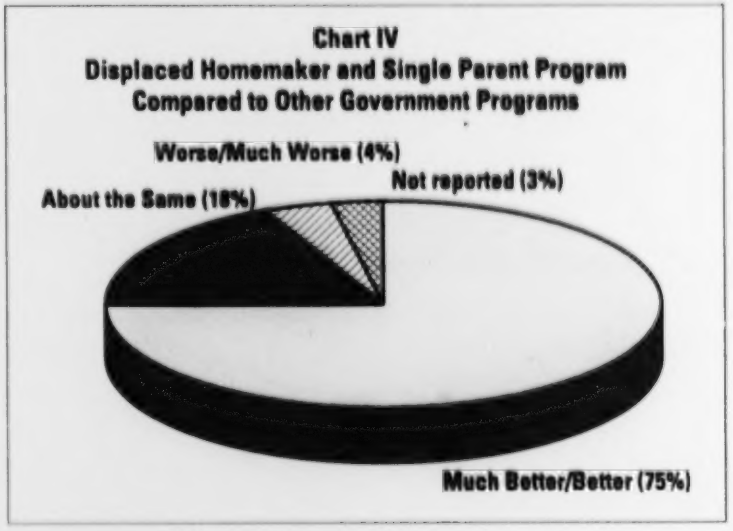


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (4%)
Not reported (3%)
About the Same (18%)
Much Better/Better (75%)

Sixty percent of the customers from Arizona reported having participated in other government programs. Of those, 43% had experience with Unemployment or Job Services, 29% had participated in a JTPA program, and 61% had received Welfare Services (Chart III).[5]

Of those who had experience with other government programs, **75% rated the displaced homemaker or single parent program as Much Better or Better.** Eighteen percent rated it About the Same, and only 4% rated it as Worse or Much Worse (Chart IV).

[5] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 98 customers who had participated in other government programs.*

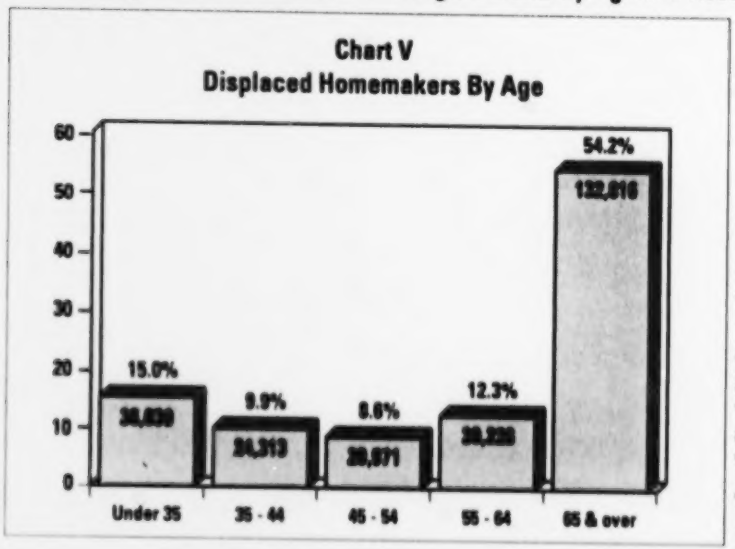
Arizona's Customers Rate Program Services

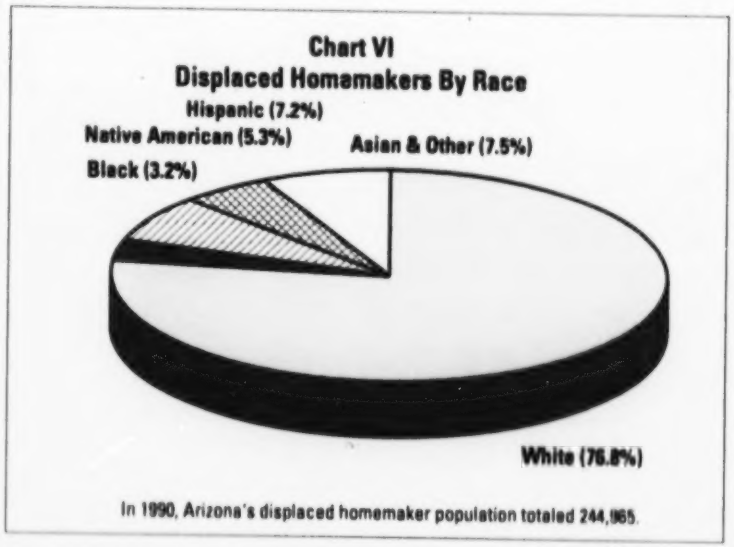
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.*

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	85%	11%	4%
Women with Similar Experiences	84%	13%	3%
Personal Attention	78%	12%	10%
Support Group	75%	18%	7%
Personal Counseling	71%	19%	10%
CAREER EXPLORATION			
Help Identifying Career Goals	74%	14%	12%
Getting/Staying on Track with Goals	71%	16%	13%
Career Counseling	70%	18%	13%
Exposure to Non-Traditional	68%	17%	15%
JOB TRAINING AND PLACEMENT*			
Skills Training	65%	18%	17%
Information About Job Openings	58%	21%	21%
Help Finding a Job	48%	28%	24%
SUPPORT SERVICES			
Help with Tuition	80%	11%	9%
Child Care	73%	14%	13%
Transportation	59%	26%	16%
Adult Dependent Care**	34%	34%	31%

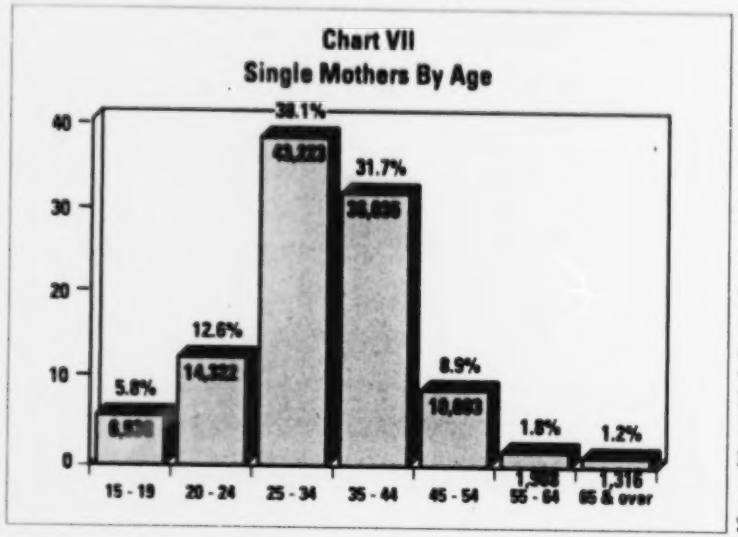
* See explanation on page 7.
**Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.
* Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.

Arizona Displaced Homemakers and Single Parents by Age and Race*

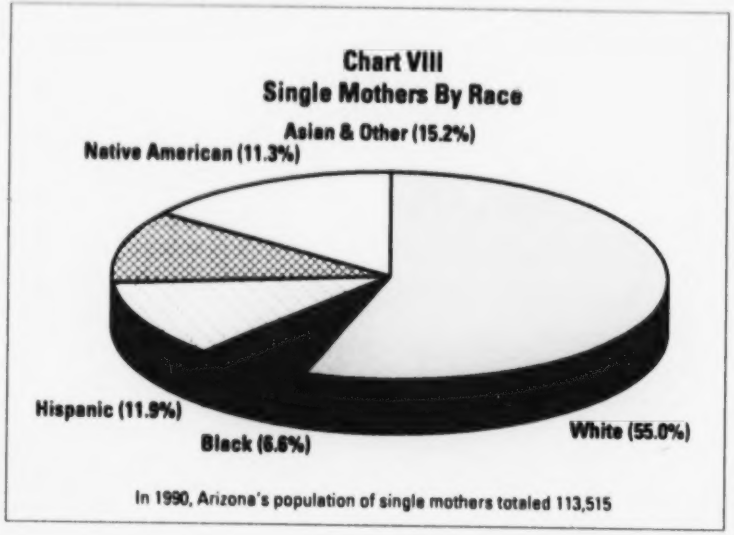




In 1990, Arizona's displaced homemaker population totaled 244,965.



*Source: *Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States*



In 1990, Arizona's population of single mothers totaled 113,515

CALIFORNIA

80% of Customers Rate Program Excellent or Very Good

California Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **80% of customers from California rated programs as Excellent or Very Good.** Eight percent rated the programs as Good, and only 10% as Fair or Poor (Chart I).[7]

California displaced homemaker and single parent programs come highly recommended. **Ninety-one percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-six percent of the customers responding from California believed the program to be a good use of tax dollars, and 67% felt that more money should be spent on the programs. Sixteen percent indicated the same amount should be spent, and only 1% felt less should be spent (Chart II).

Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

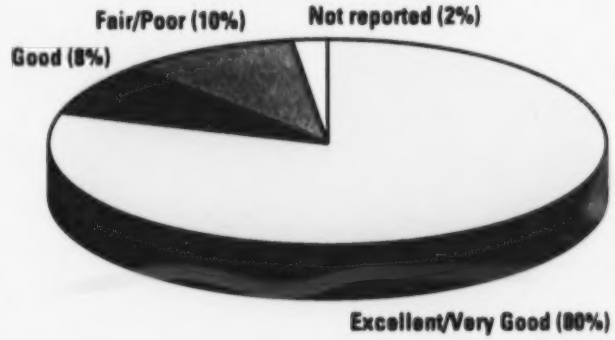
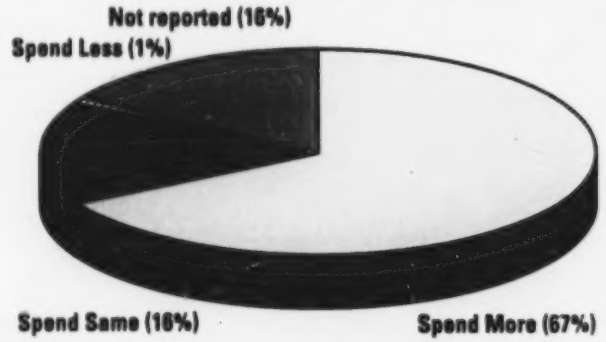
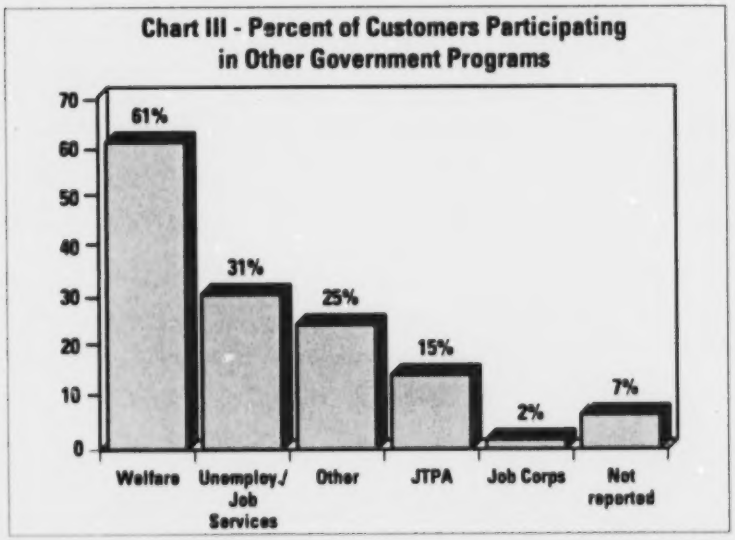


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



[7] *Analysis based on a total of 96 questionnaires that were received from California program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



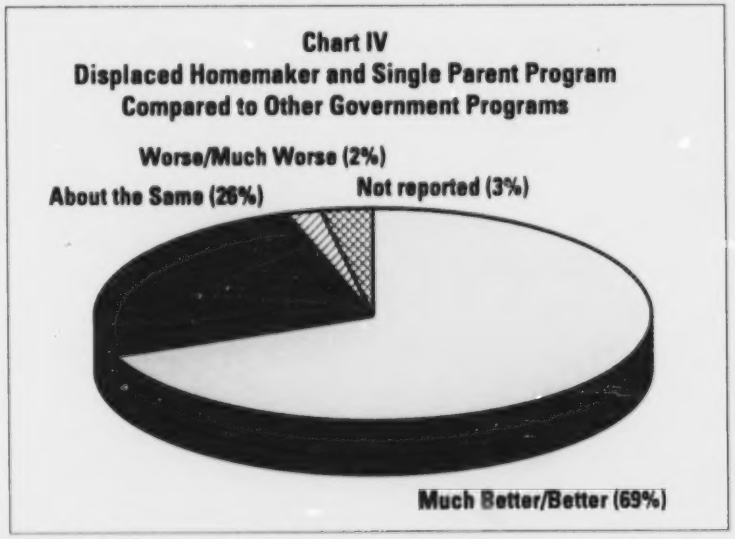


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (2%)
About the Same (26%)
Not reported (3%)
Much Better/Better (69%)

Sixty-four percent of the customers from California reported having participated in other government programs. Of those, 31% had experience with Unemployment or Job Services, 15% had participated in a JTPA program, and 61% had received Welfare Services (Chart III).[8]

Of those who had experience with other government programs, **69% rated the displaced homemaker or single parent program as Much Better or Better.** Twenty-six percent rated it About the Same, and only 2% rated it as Worse or Much Worse (Chart IV).

[8] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 61 customers who had participated in other government programs.*

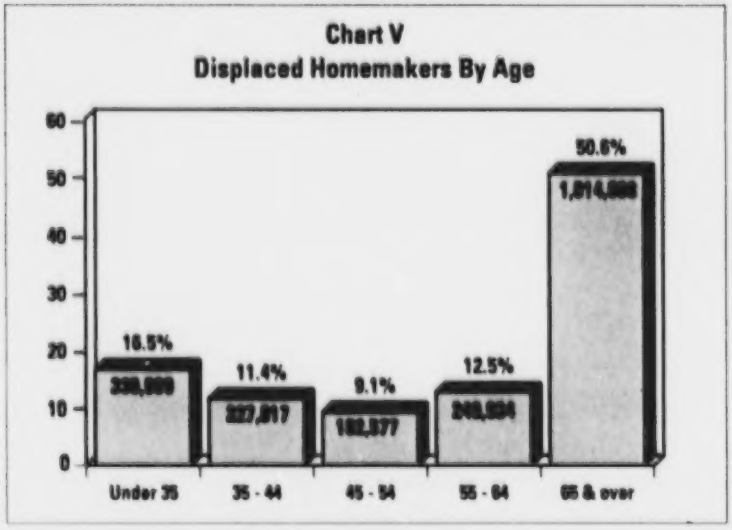
California's Customers Rate Program Services

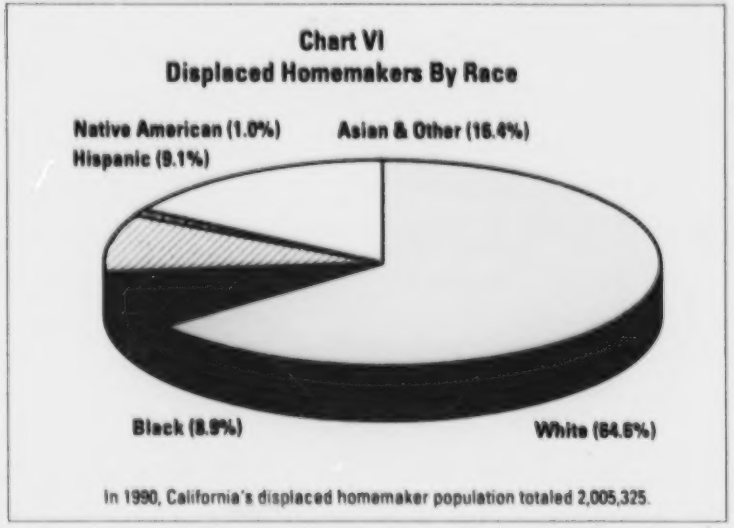
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[9]

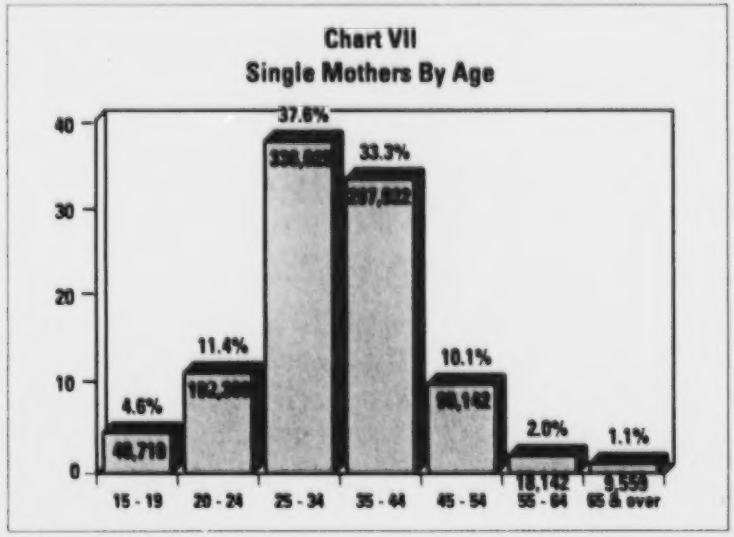
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	83%	9%	9%
Women with Similar Experiences	79%	12%	9%
Personal Attention	75%	12%	13%
Personal Counseling	72%	20%	9%
Support Group	71%	19%	11%
CAREER EXPLORATION			
Help Identifying Career Goals	68%	22%	10%
Career Counseling	68%	18%	14%
Getting/Staying on Track with Goals	60%	21%	19%
Exposure to Non-Traditional	59%	26%	15%
JOB TRAINING AND PLACEMENT*			
Skills Training	62%	24%	14%
Information About Job Openings	54%	26%	20%
Help Finding a Job	50%	18%	32%
SUPPORT SERVICES			
Child Care**	77%	16%	7%
Help with Tuition	72%	16%	12%
Transportation**	70%	12%	18%
Adult Dependent Care**	60%	28%	12%

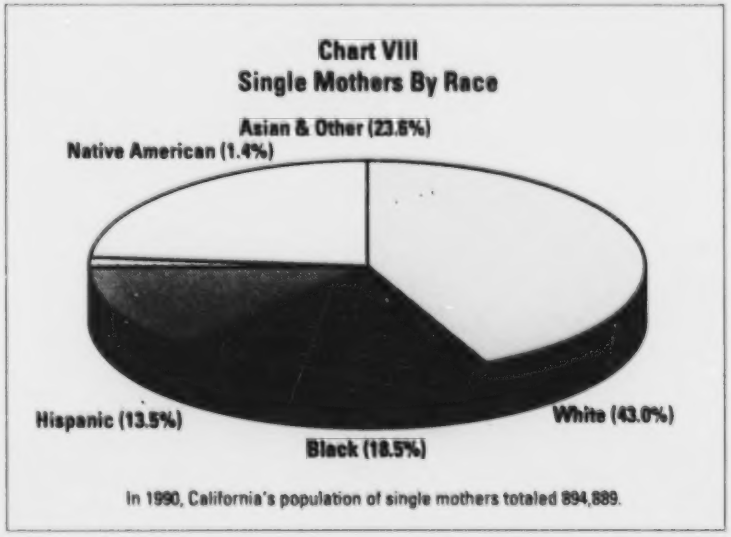
* See explanation on page 7.
**Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.
* Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.

California Displaced Homemakers and Single Parents by Age and Race*









*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

COLORADO

81% of Customers Rate Program Excellent or Very Good

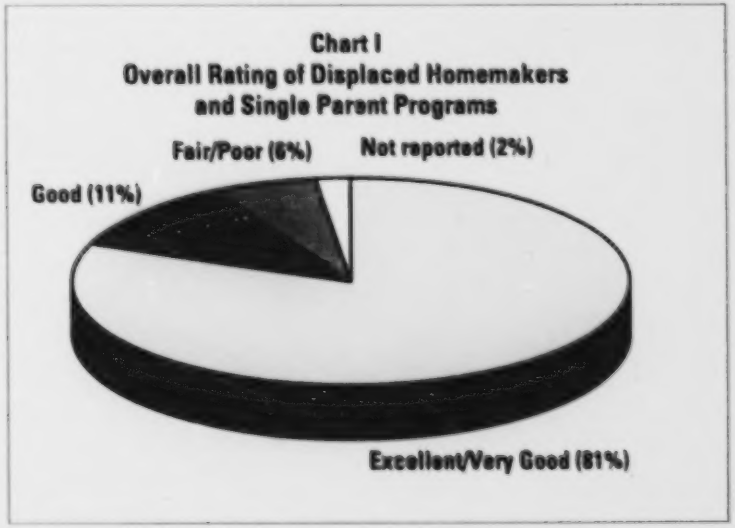
Colorado Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **81% of customers from Colorado rated programs as Excellent or Very Good.** Eleven percent rated the programs as Good, and only 6% as Fair or Poor (Chart I).[10]

Colorado displaced homemaker and single parent programs come highly recommended. **Ninety-six percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

All of the customers responding from Colorado believed the program to be a good use of tax dollars, and 74% felt that <u>more</u> money should be spent on the programs. Fifteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



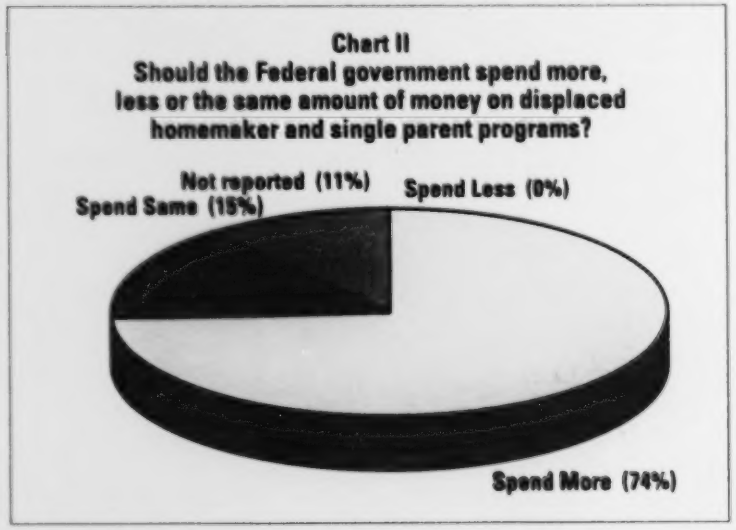
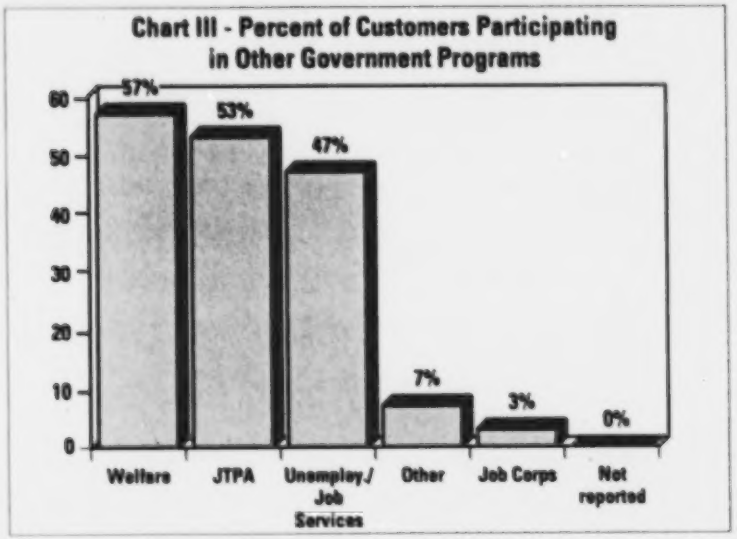


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (11%)
Spend Less (0%)
Spend Same (15%)
Spend More (74%)

[10] *Analysis based on a total of 47 questionnaires that were received from Colorado program participants. Small sample size (n<50) suggests caution should be used in interpreting these data.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



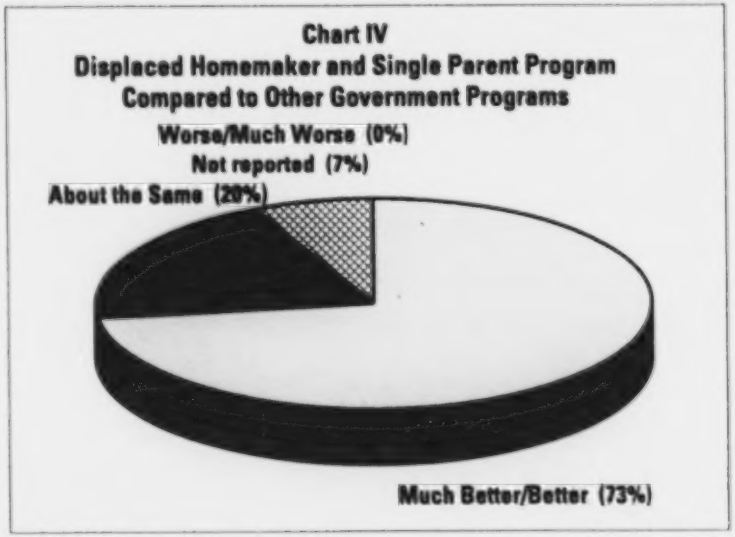


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (0%)
Not reported (7%)
About the Same (20%)
Much Better/Better (73%)

Sixty-four percent of the customers from Colorado reported having participated in other government programs. Of those, 47% had experience with Unemployment or Job Services, 53% had participated in a JTPA program, and 57% had received Welfare Services (Chart III).[11]

Of those who had experience with other government programs, **73% rated the displaced homemaker or single parent program as Much Better or Better.** Twenty percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[11] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 30 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

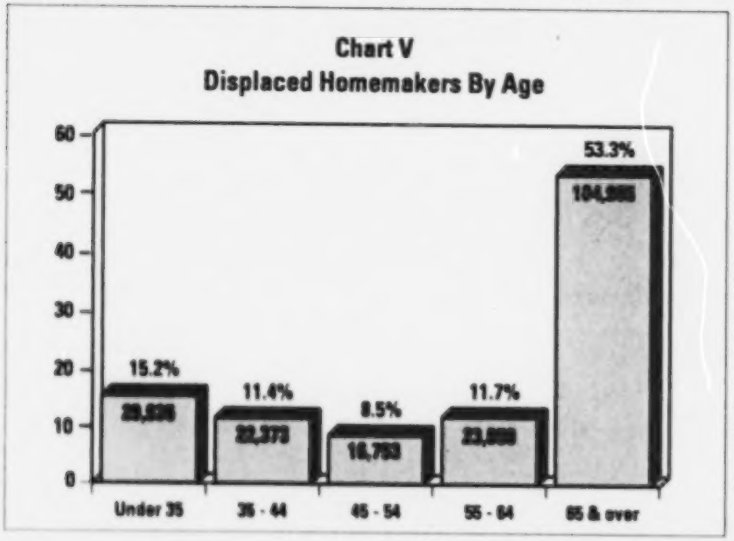
Colorado's Customers Rate Program Services

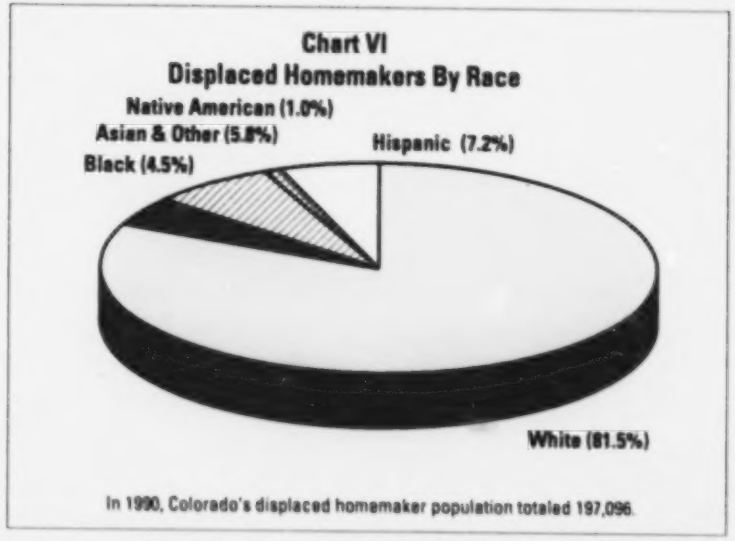
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[12]

*Program Element***	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Personal Counseling	86%	10%	5%
Personal Attention	78%	18%	4%
Self-Esteem/Self Confidence	76%	22%	2%
Women with Similar Experiences	71%	21%	7%
Support Group	64%	28%	8%
CAREER EXPLORATION			
Help Identifying Career Goals	71%	21%	9%
Exposure to Non-Traditional	71%	24%	5%
Career Counseling	69%	21%	10%
Getting/Staying on Track with Goals	59%	29%	12%
JOB TRAINING AND PLACEMENT*			
Skills Training	57%	37%	6%
Information About Job Openings	46%	27%	27%
Help Finding a Job	44%	24%	32%
SUPPORT SERVICES			
Help with Tuition	73%	18%	9%
Child Care	60%	25%	15%
Transportation	50%	0%	50%
Adult Dependent Care	50%	25%	25%

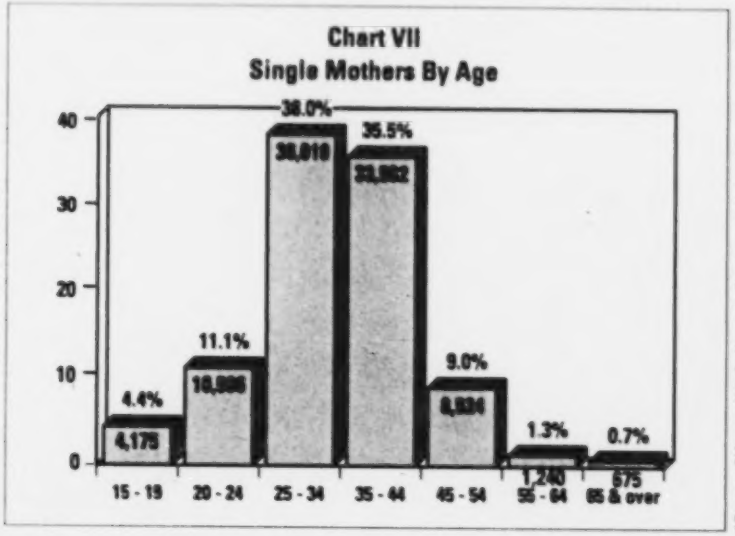
* *See explanation on page 7.*
** *Note: Small sample size (n<50) suggests caution should be used in interpreting these data.*
[12] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

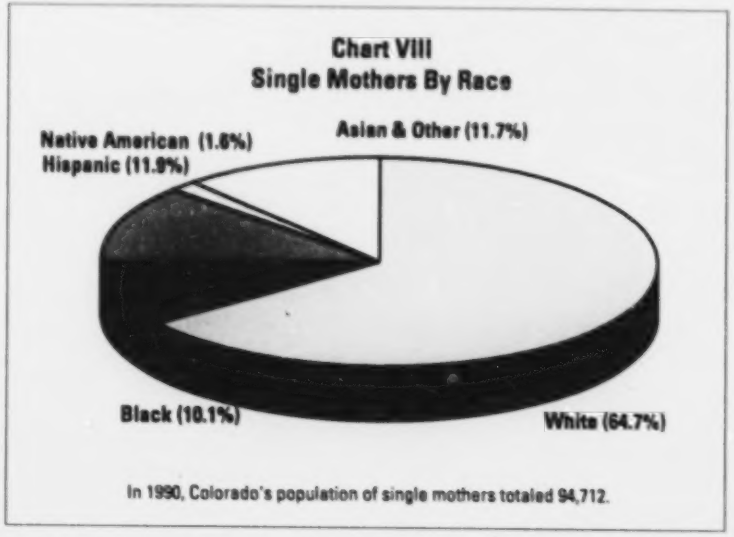
Colorado Displaced Homemakers and Single Parents by Age and Race*





In 1990, Colorado's displaced homemaker population totaled 197,096.





In 1990, Colorado's population of single mothers totaled 94,712.

*Source: *Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States*

CONNECTICUT

82% of Customers Rate Program Excellent or Very Good

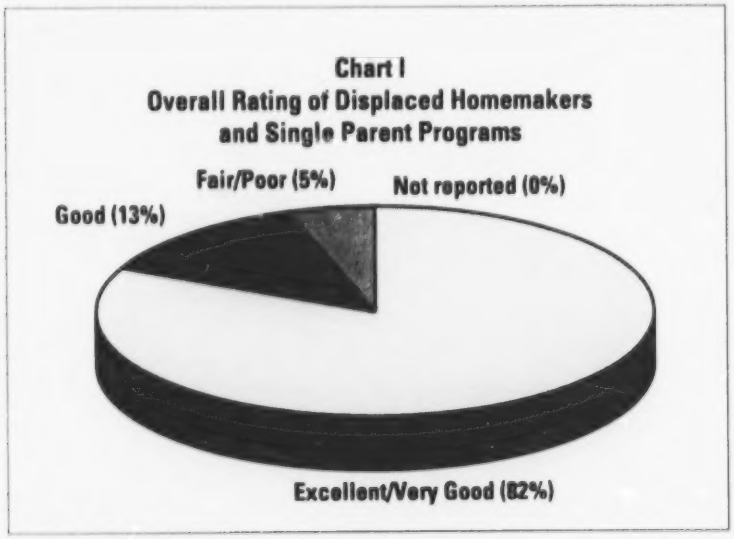
Connecticut Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **82% of customers from Connecticut rated programs as Excellent or Very Good.** Thirteen percent rated the programs as Good, and only 5% as Fair or Poor (Chart I).[13]

Connecticut displaced homemaker and single parent programs come highly recommended. **Ninety-seven percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-four percent of the customers responding from Connecticut believed the program to be a good use of tax dollars, and 76% felt that more money should be spent on the programs. Twelve percent indicated the same amount should be spent, and 2% felt less should be spent (Chart II).



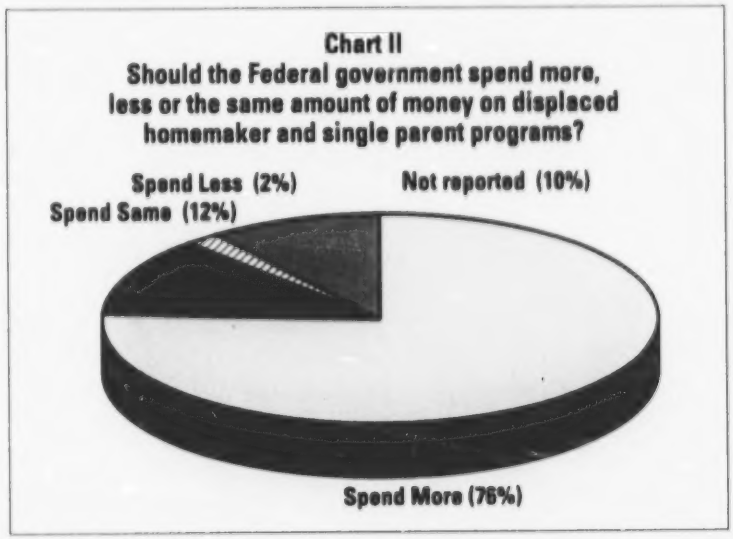
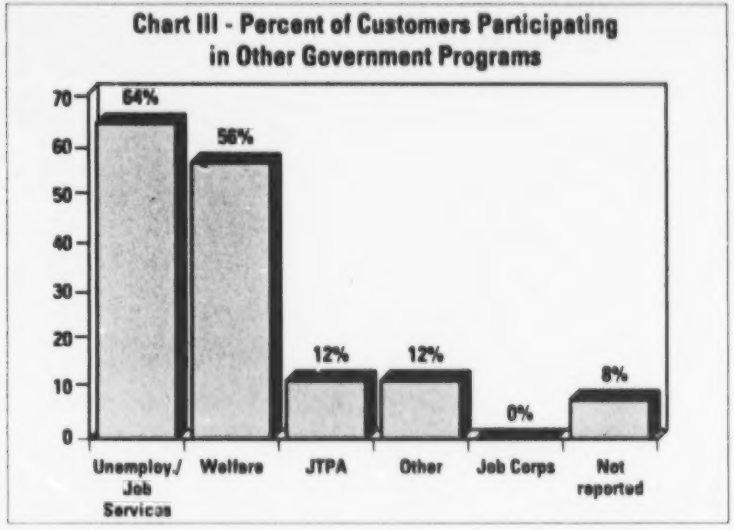


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Spend Less (2%)
Not reported (10%)
Spend Same (12%)
Spend More (76%)

[13] *Analysis based on a total of 88 questionnaires that were received from Connecticut program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



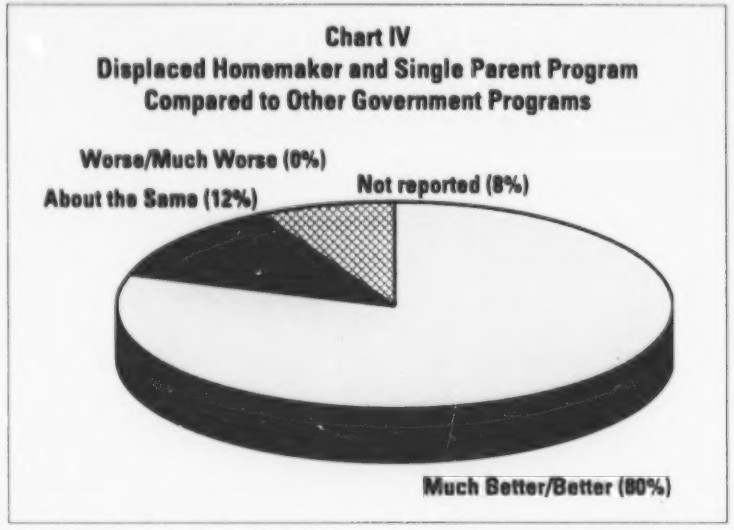


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (0%)
About the Same (12%)
Not reported (8%)
Much Better/Better (80%)

Twenty-eight percent of the customers from Connecticut reported having participated in other government programs. Of those, 64% had experience with Unemployment or Job Services, 12% had participated in a JTPA program, and 56% had received Welfare Services (Chart III).[14]

Of those who had experience with other government programs, **80% rated the displaced homemaker or single parent program as Much Better or Better.** Twelve percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[14] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 25 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

Connecticut's Customers Rate Program Services

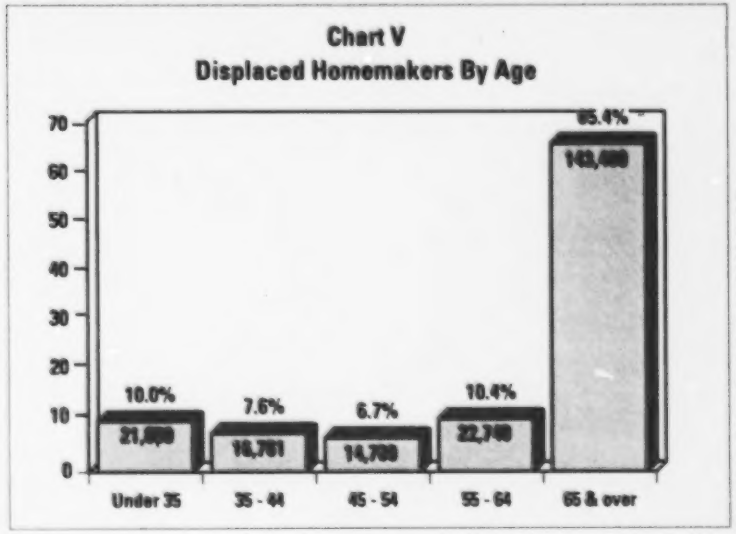
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[15]

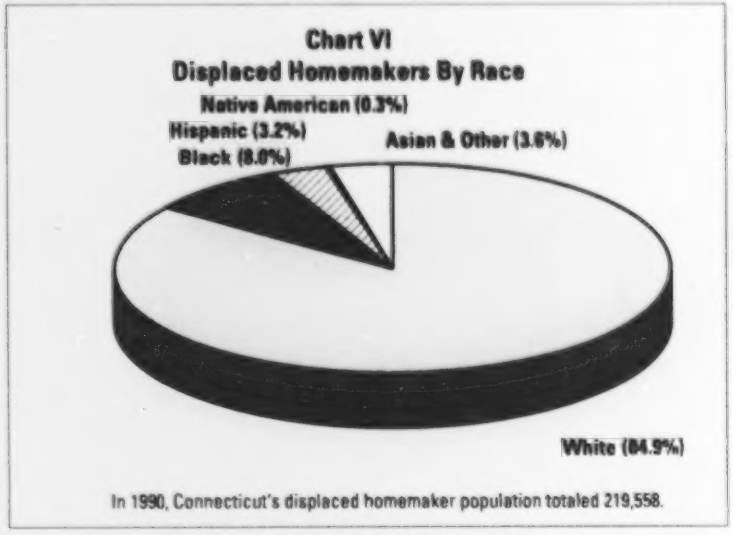
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Personal Attention	76%	15%	9%
Self-Esteem/Self Confidence	75%	20%	6%
Women with Similar Experiences	74%	18%	8%
Support Group	67%	21%	12%
Personal Counseling	67%	24%	10%
CAREER EXPLORATION			
Help Identifying Career Goals	60%	25%	15%
Getting/Staying on Track with Goals	58%	22%	21%
Career Counseling	55%	29%	16%
Exposure to Non-Traditional	46%	24%	29%
JOB TRAINING AND PLACEMENT*			
Information About Job Openings	45%	29%	26%
Skills Training	39%	31%	30%
Help Finding a Job	32%	34%	34%
SUPPORT SERVICES			
Child Care**	52%	26%	22%
Help with Tuition**	45%	28%	28%
Transportation**	30%	45%	25%
Adult Dependent Care**	27%	64%	9%

* *See explanation on page 7.*
***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[15] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

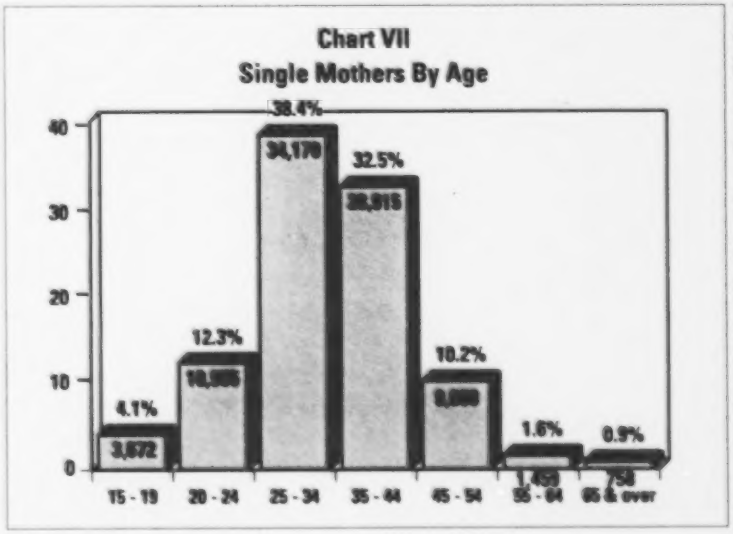
72

Connecticut Displaced Homemakers and Single Parents by Age and Race*

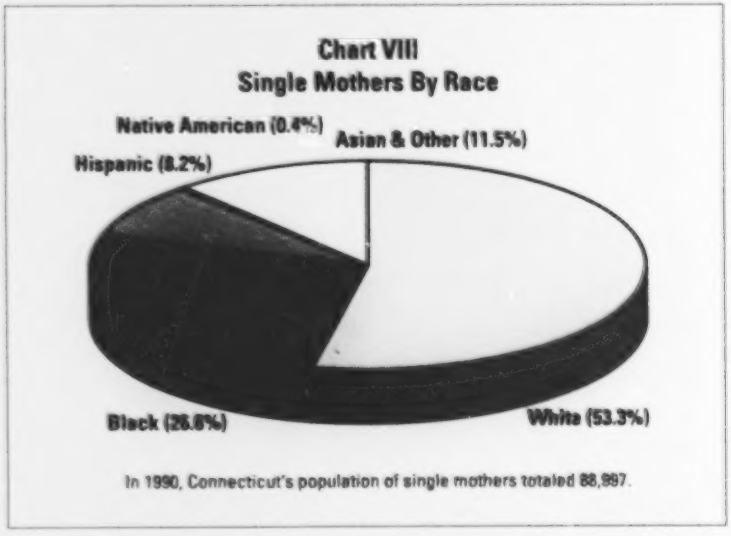




In 1990, Connecticut's displaced homemaker population totaled 219,558.



*Source: Women Work: Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States



In 1990, Connecticut's population of single mothers totaled 88,987.

FLORIDA

94% of Customers Rate Program Excellent or Very Good

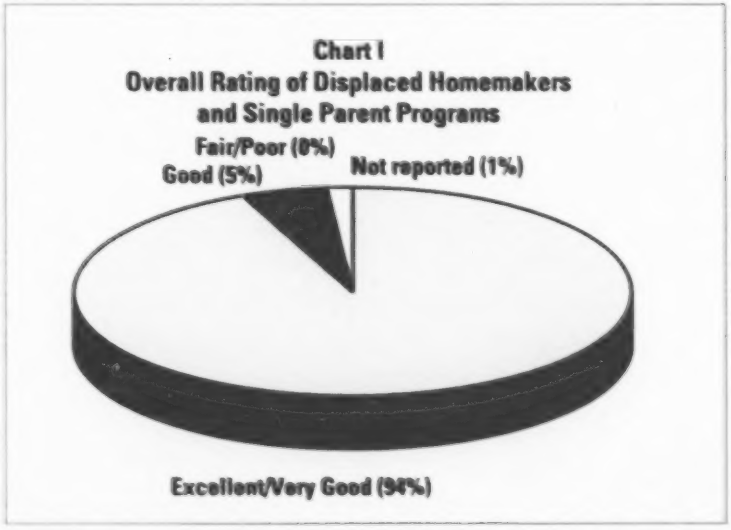
Florida Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **94% of customers from Florida rated programs as Excellent or Very Good.** Five percent rated the programs as Good, and none as Fair or Poor (Chart I).[16]

Florida displaced homemaker and single parent programs come highly recommended. **One hundred percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-six percent of the customers responding from Florida believed the program to be a good use of tax dollars, and 83% felt that more money should be spent on the programs. Seven percent indicated the same amount should be spent, and 2% felt less should be spent (Chart II).



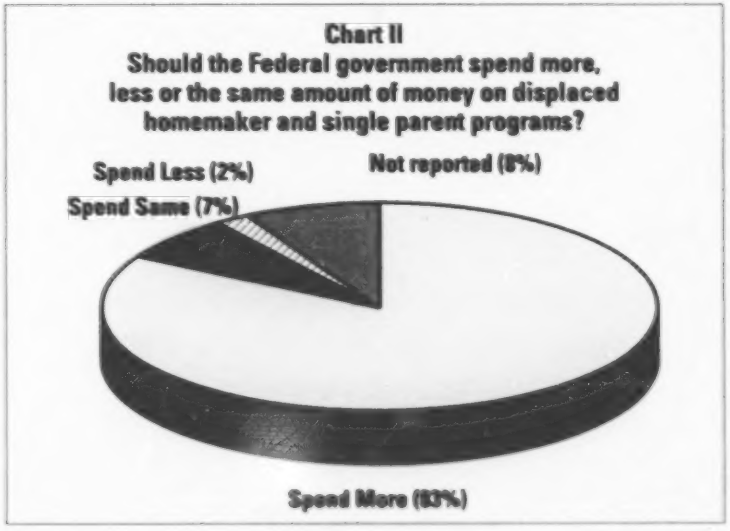
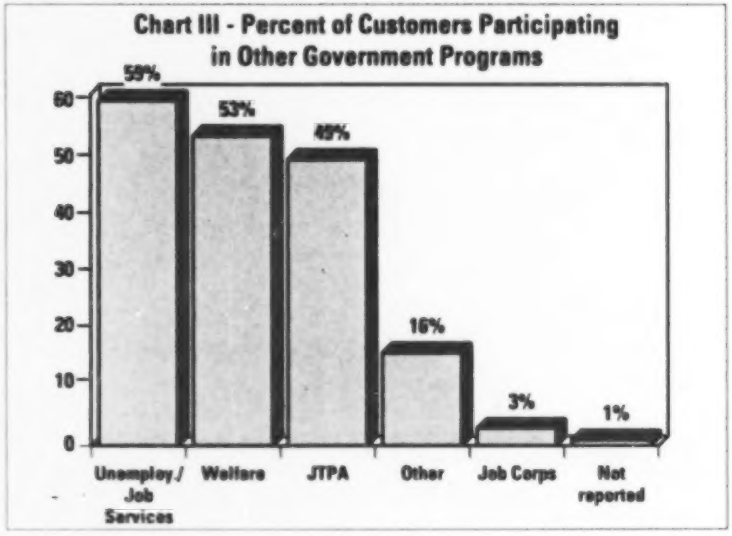


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Spend Less (2%)
Spend Same (7%)
Not reported (8%)
Spend More (83%)

[16] *Analysis based on a total of 127 questionnaires that were received from Florida program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



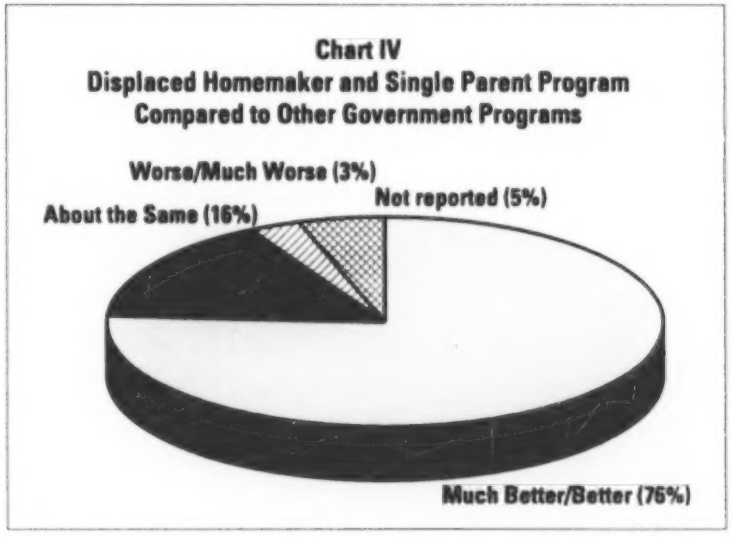


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (3%)
Not reported (5%)
About the Same (16%)
Much Better/Better (76%)

Fifty-nine percent of the customers from Florida reported having participated in other government programs. Of those, 59% had experience with Unemployment or Job Services, 49% had participated in a JTPA program, and 53% had received Welfare Services (Chart III).[17]

Of those who had experience with other government programs, **76% rated the displaced homemaker or single parent program as Much Better or Better.** Sixteen percent rated it About the Same, and only 3% rated it as Worse or Much Worse (Chart IV).

[17] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 75 customers who had participated in other government programs.*

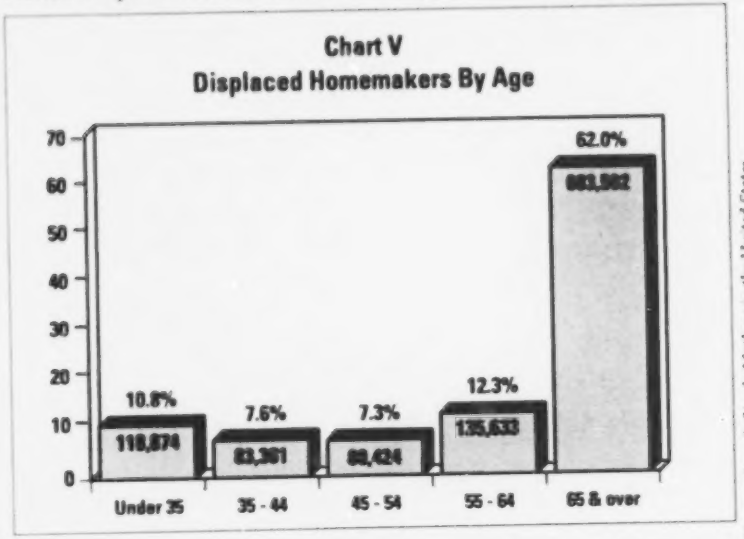
Florida's Customers Rate Program Services

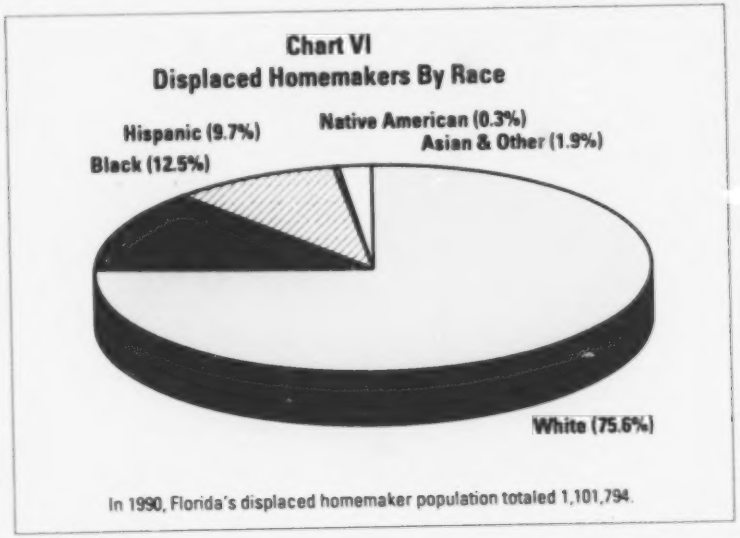
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[18]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Women with Similar Experiences	90%	8%	2%
Personal Attention	89%	10%	2%
Self-Esteem/Self Confidence	88%	9%	3%
Personal Counseling	88%	9%	3%
Support Group	85%	13%	2%
CAREER EXPLORATION			
Help Identifying Career Goals	82%	15%	3%
Career Counseling	77%	18%	5%
Getting/Staying on Track with Goals	74%	17%	9%
Exposure to Non-Traditional	73%	17%	10%
JOB TRAINING AND PLACEMENT*			
Skills Training	75%	15%	10%
Information About Job Openings	73%	17%	11%
Help Finding a Job	61%	21%	19%
SUPPORT SERVICES			
Adult Dependent Care**	84%	12%	5%
Child Care	83%	12%	5%
Help with Tuition	82%	10%	8%
Transportation	76%	15%	9%

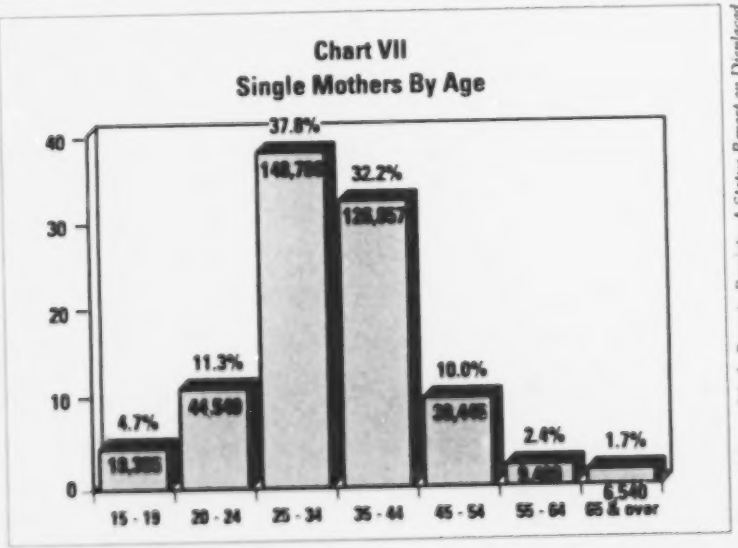
* See explanation on page 7.
** Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.
†† Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.

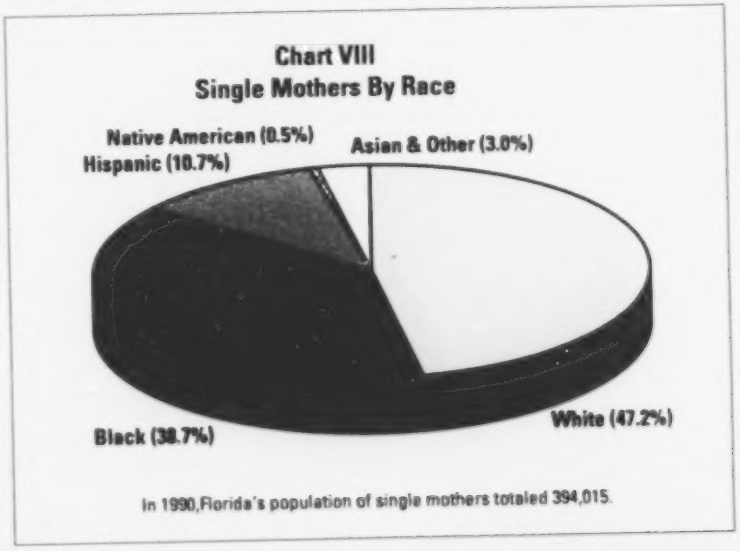
Florida Displaced Homemakers and Single Parents by Age and Race*





In 1990, Florida's displaced homemaker population totaled 1,101,794.





In 1990,Florida's population of single mothers totaled 394,015.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

GEORGIA

94% of Customers Rate Program Excellent or Very Good

Georgia Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **94% of customers from Georgia rated programs as Excellent or Very Good.** Three percent rated the programs as Good, and 3% as Fair or Poor (Chart I).[19]

Georgia displaced homemaker and single parent programs come highly recommended. **All of the customers from Georgia said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-seven percent of the customers responding from Georgia believed the program to be a good use of tax dollars, and 82% felt that more money should be spent on the programs. Eleven percent indicated the same amount should be spent, and none felt less should be spent (Chart II).

Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

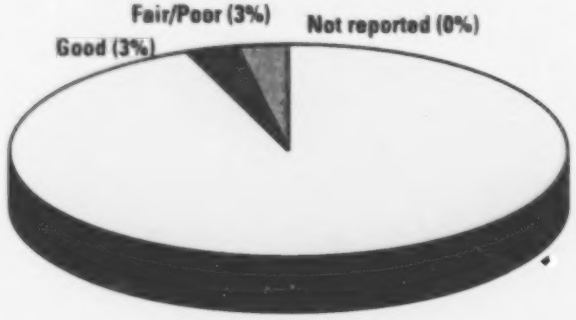
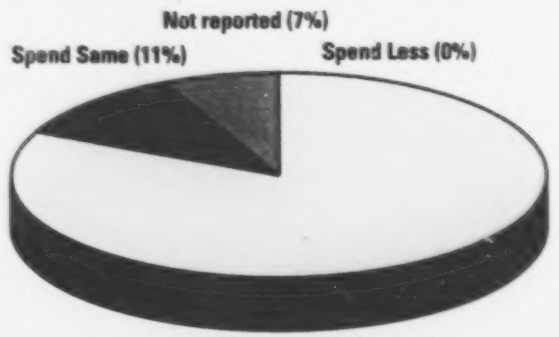
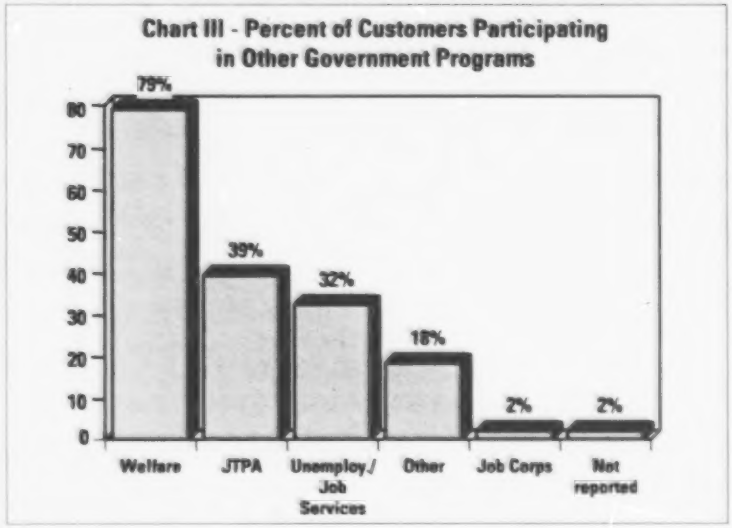


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



[19] *Analysis based on a total of 74 questionnaires that were received from Georgia program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



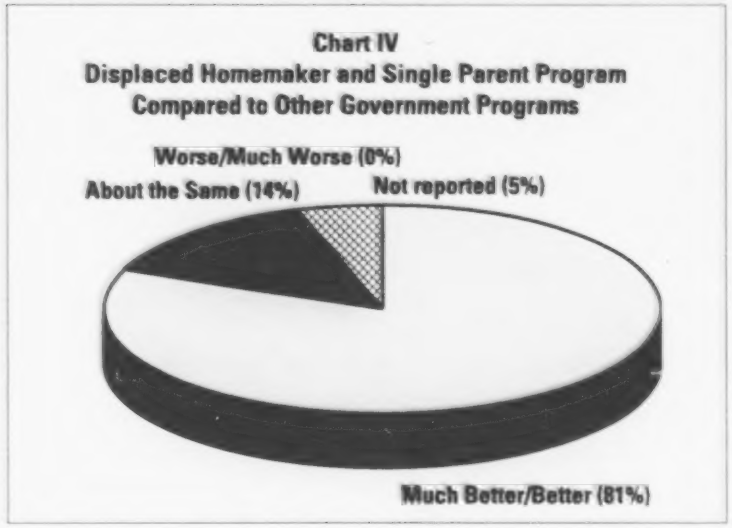


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (0%)
About the Same (14%)
Not reported (5%)
Much Better/Better (81%)

Eighty-nine percent of the customers from Georgia reported having participated in other government programs. Of those, 32% had experience with Unemployment or Job Services, 39% had participated in a JTPA program, and 79% had received Welfare Services (Chart III).[20]

Of those who had experience with other government programs, **81% rated the displaced homemaker or single parent program as Much Better or Better.** Fourteen percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[20] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 66 customers who had participated in other government programs.*

Georgia's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[21]

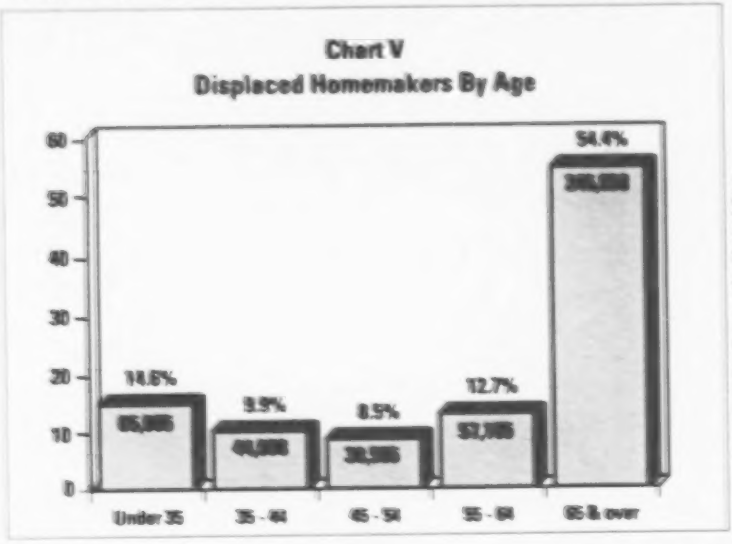
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	92%	8%	0%
Personal Counseling	92%	8%	0%
Personal Attention	92%	7%	1%
Support Group	86%	10%	4%
Women with Similar Experiences	82%	15%	3%
CAREER EXPLORATION			
Help Identifying Career Goals	95%	6%	0%
Career Counseling	89%	10%	1%
Getting/Staying on Track with Goals	88%	12%	0%
Exposure to Non-Traditional	79%	18%	3%
JOB TRAINING AND PLACEMENT*			
Skills Training	81%	18%	2%
Information About Job Openings	70%	26%	4%
Help Finding a Job	61%	32%	7%
SUPPORT SERVICES			
Help with Tuition	91%	3%	6%
Transportation	84%	10%	6%
Child Care	82%	15%	4%
Adult Dependent Care**	69%	31%	0%

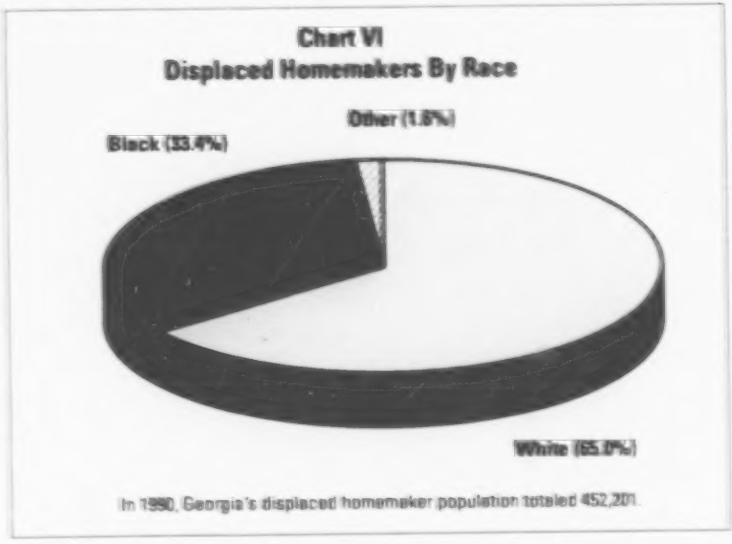
** See explanation on page 7.*

***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*

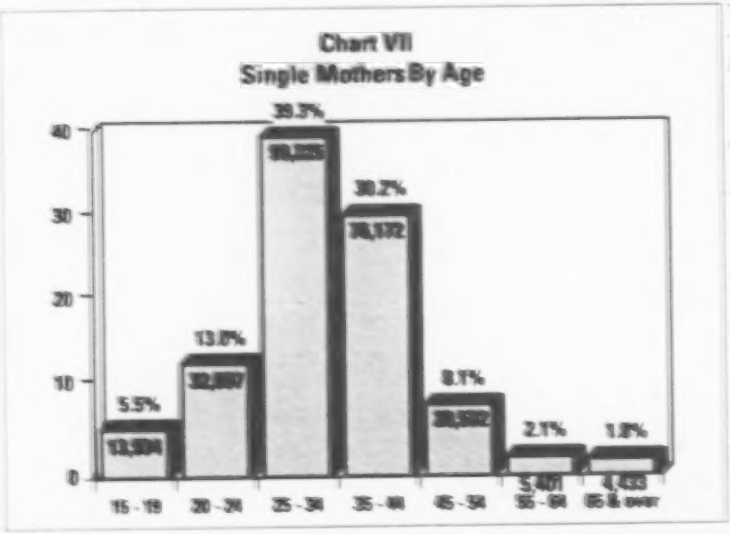
[21] Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.

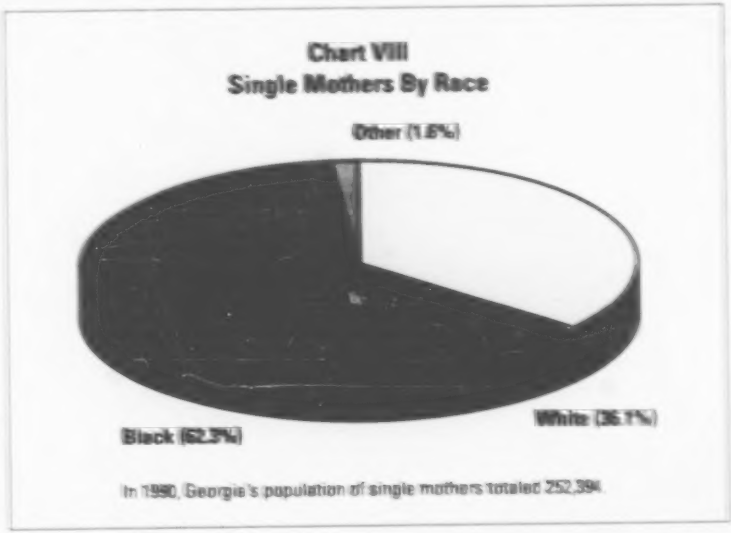
Georgia Displaced Homemakers and Single Parents by Age and Race*





In 1990, Georgia's displaced homemaker population totaled 452,201.





In 1990, Georgia's population of single mothers totaled 252,394.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

HAWAII

85% of Customers Rate Program Excellent or Very Good

Hawaii Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **85% of customers from Hawaii rated programs as Excellent or Very Good.** Ten percent rated the programs as Good, and only 2% as Fair or Poor (Chart I).[22]

Hawaii displaced homemaker and single parent programs come highly recommended. **Ninety-seven percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-seven percent of the customers responding from Hawaii believed the program to be a good use of tax dollars, and 70% felt that <u>more</u> money should be spent on the programs. Fourteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).

Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

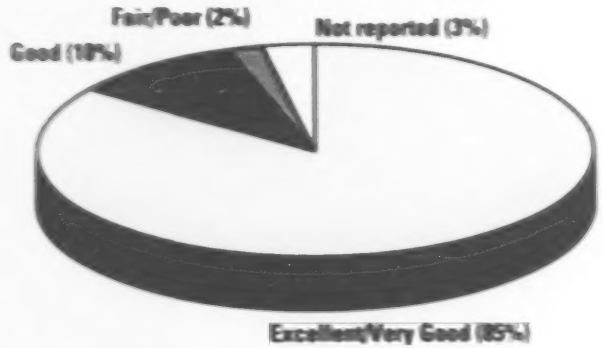
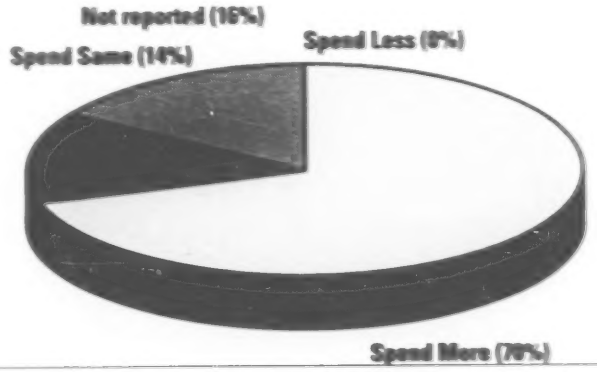
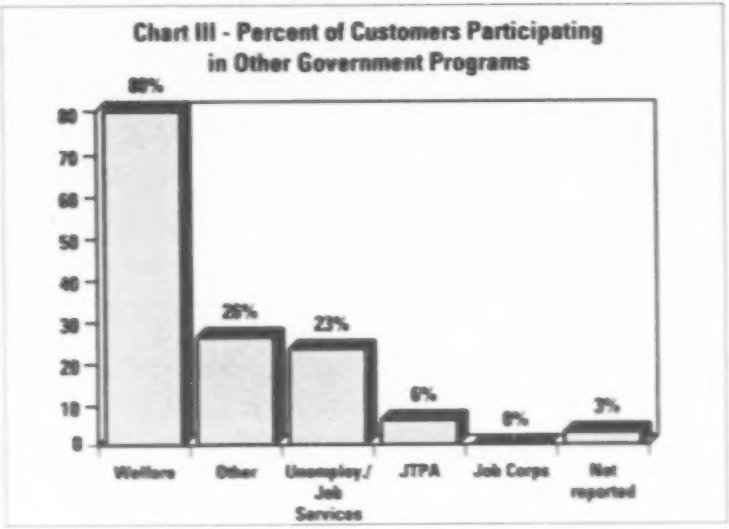


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



[22] *Analysis based on a total of 58 questionnaires that were received from Hawaii program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



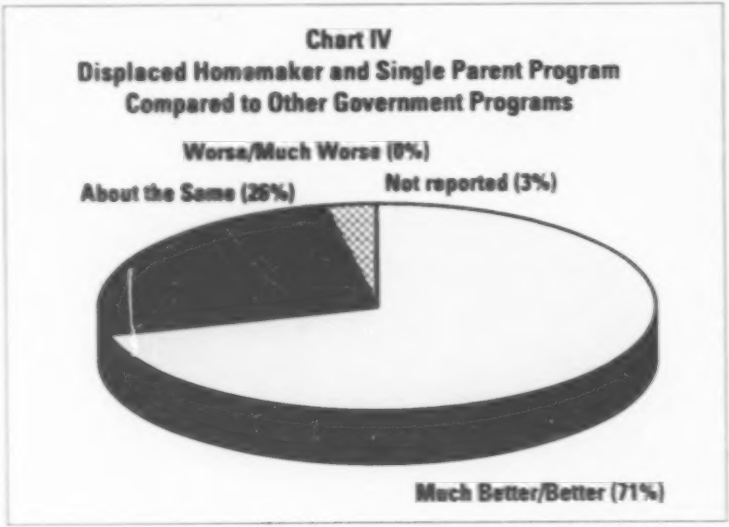


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (0%)
About the Same (26%)
Not reported (3%)
Much Better/Better (71%)

Sixty percent of the customers from Hawaii reported having participated in other government programs. Of those, 23% had experience with Unemployment or Job Services, 6% had participated in a JTPA program, and 80% had received Welfare Services (Chart III).[23]

Of those who had experience with other government programs, **71% rated the displaced homemaker or single parent program as Much Better or Better.** Twenty-six percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[23] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 35 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

Hawaii's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[24]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Women with Similar Experiences	93%	7%	0%
Self-Esteem/Self Confidence	91%	7%	2%
Personal Attention	86%	9%	5%
Personal Counseling	79%	17%	3%
Support Group	75%	21%	4%
CAREER EXPLORATION			
Help Identifying Career Goals	76%	13%	11%
Career Counseling	72%	15%	13%
Getting/Staying on Track with Goals	64%	24%	12%
Exposure to Non-Traditional**	59%	22%	18%
JOB TRAINING AND PLACEMENT*			
Skills Training**	51%	6%	22%
Information About Job Openings**	50%	34%	16%
Help Finding a Job**	39%	26%	36%
SUPPORT SERVICES			
Help with Tuition**	68%	24%	8%
Child Care**	60%	27%	13%
Adult Dependent Care**	60%	27%	13%
Transportation**	44%	44%	13%

* *See explanation on page 7.*
***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[24] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

Hawaii Displaced Homemakers and Single Parents by Age and Race*

Chart V
Displaced Homemakers By Age

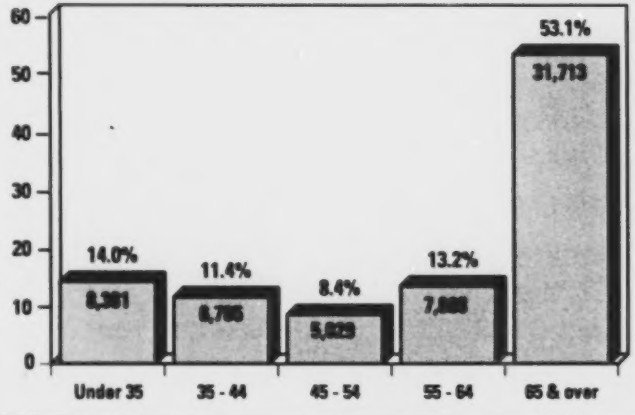
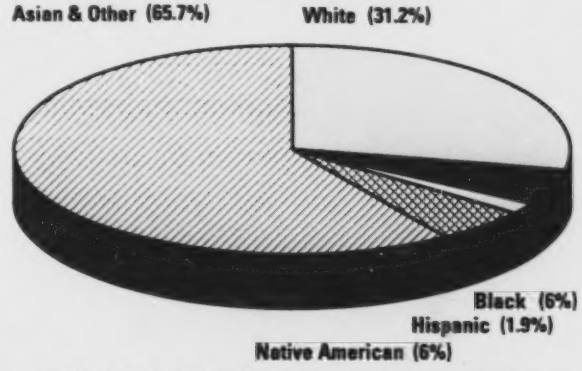


Chart VI
Displaced Homemakers By Race



In 1990, Hawaii's displaced homemaker population totaled 59,776.

Chart VII
Single Mothers By Age

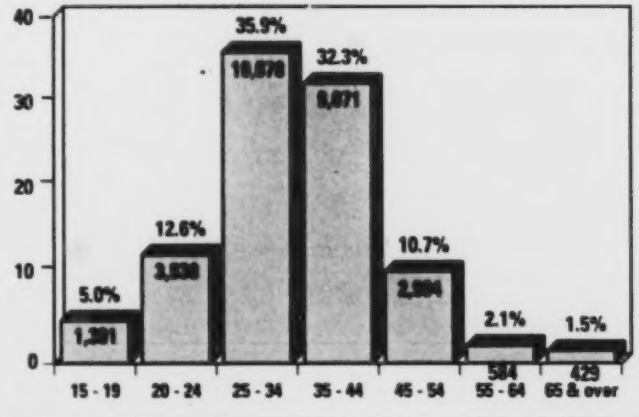
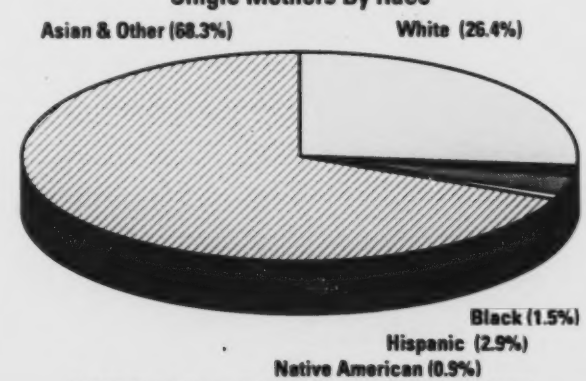


Chart VIII
Single Mothers By Race



In 1990, Hawaii's population of single mothers totaled 28,085.

Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

IDAHO

89% of Customers Rate Program Excellent or Very Good

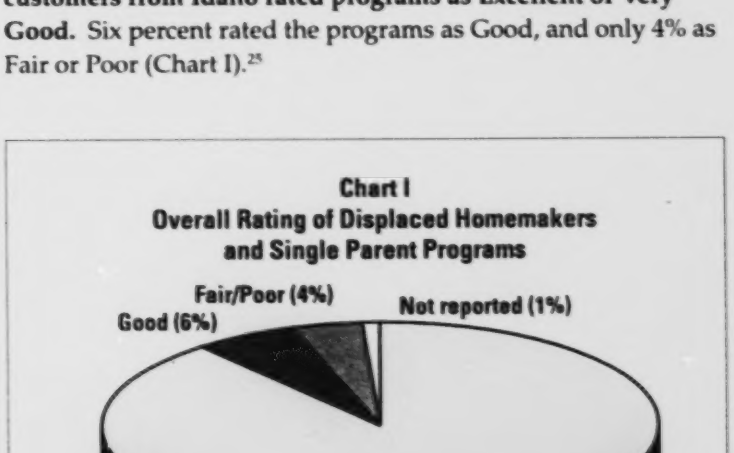
Idaho Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **89% of customers from Idaho rated programs as Excellent or Very Good.** Six percent rated the programs as Good, and only 4% as Fair or Poor (Chart I).[25]

Idaho displaced homemaker and single parent programs come highly recommended. **Ninety-six percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-four percent of the customers responding from Idaho believed the program to be a good use of tax dollars, and 71% felt that more money should be spent on the programs. Fifteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



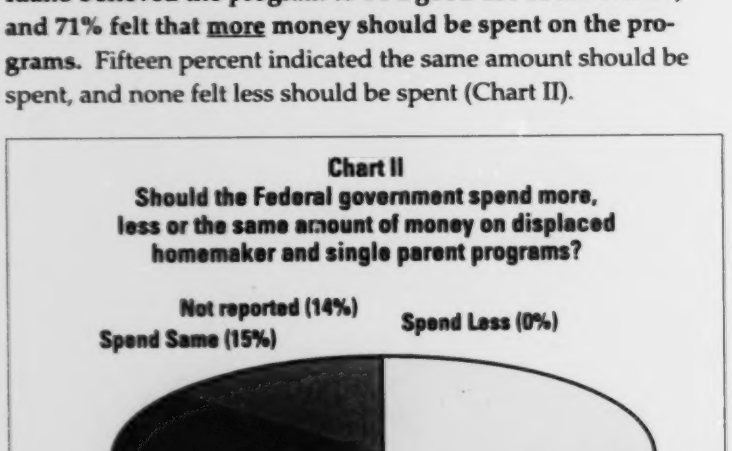


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (14%)
Spend Less (0%)
Spend Same (15%)
Spend More (71%)

[25] *Analysis based on a total of 72 questionnaires that were received from Idaho program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs

Chart III - Percent of Customers Participating in Other Government Programs

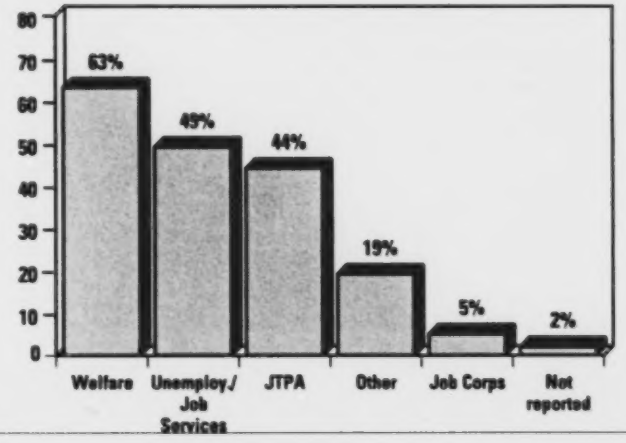
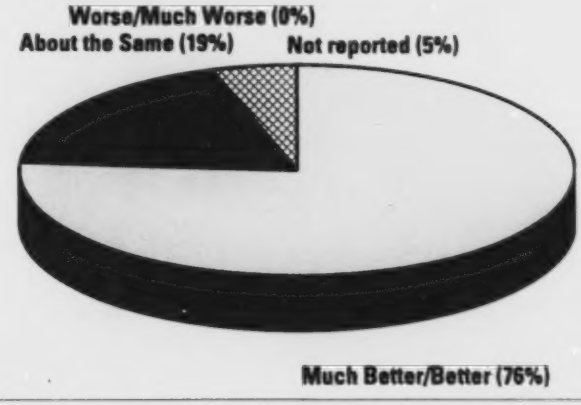


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs



Sixty percent of the customers from Idaho reported having participated in other government programs. Of those, 49% had experience with Unemployment or Job Services, 44% had participated in a JTPA program, and 63% had received Welfare Services (Chart III).[26]

Of those who had experience with other government programs, **76% rated the displaced homemaker or single parent program as Much Better or Better.** Nineteen percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[26] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 43 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

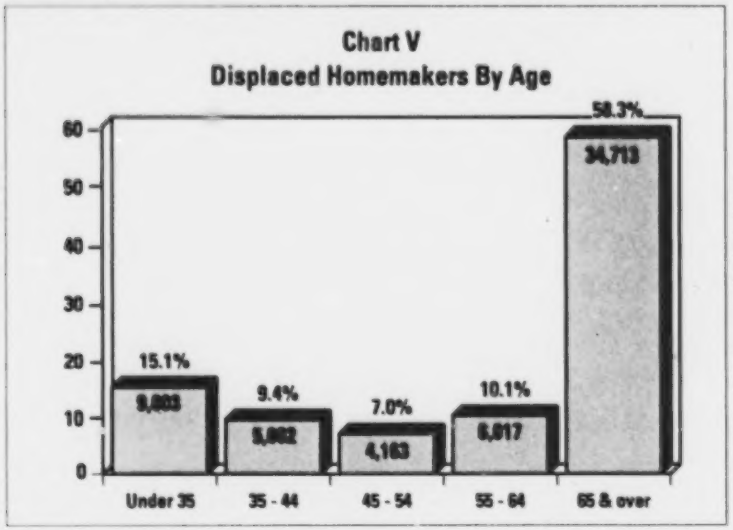
Idaho's Customers Rate Program Services

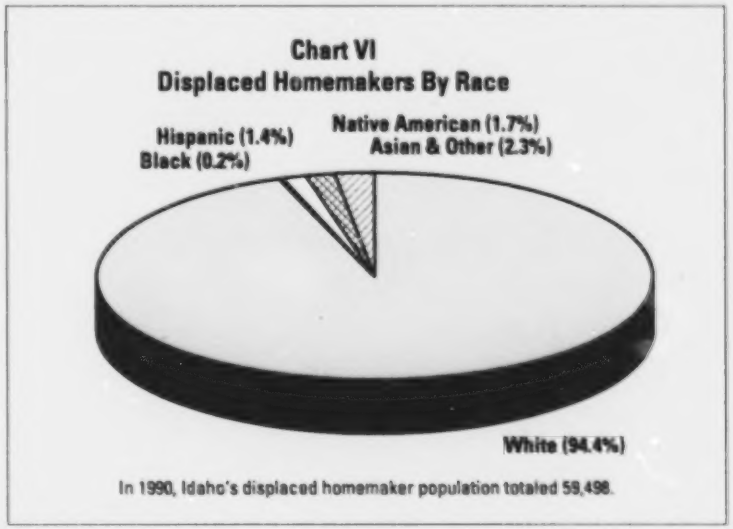
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[27]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	83%	15%	1%
Women with Similar Experiences	74%	17%	9%
Personal Attention	73%	22%	6%
Personal Counseling	70%	20%	10%
Support Group	69%	22%	9%
CAREER EXPLORATION			
Help Identifying Career Goals	71%	17%	11%
Exposure to Non-Traditional	70%	13%	16%
Career Counseling	67%	19%	13%
Getting/Staying on Track with Goals	53%	33%	14%
JOB TRAINING AND PLACEMENT*			
Skills Training	53%	27%	20%
Information About Job Openings	35%	35%	31%
Help Finding a Job**	33%	23%	44%
SUPPORT SERVICES			
Help with Tuition	82%	11%	7%
Child Care**	76%	16%	8%
Transportation**	62%	24%	14%
Adult Dependent Care**	55%	27%	18%

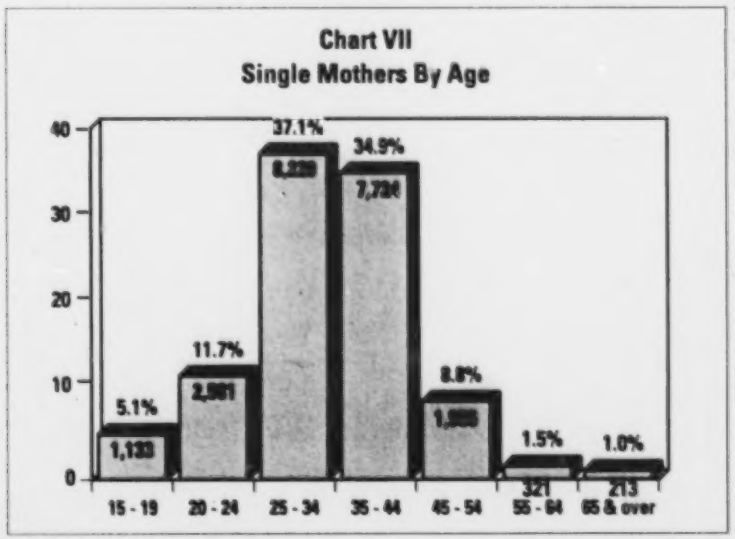
** See explanation on page 7.*
***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[27] Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.

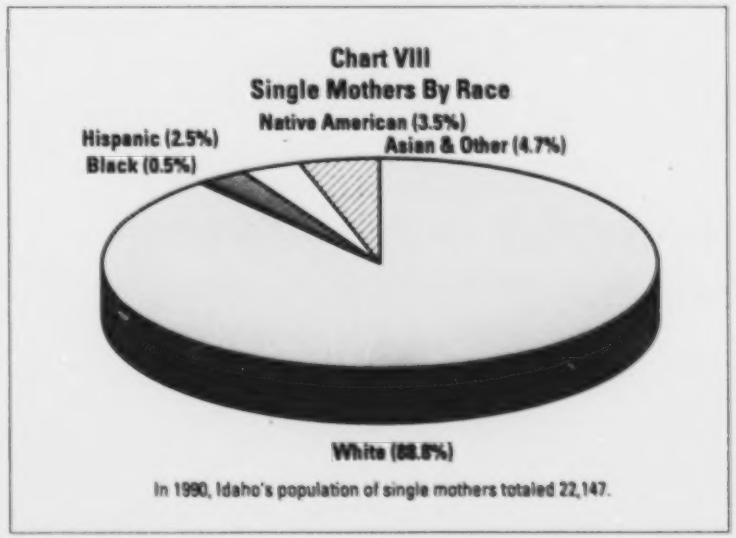
Idaho Displaced Homemakers and Single Parents by Age and Race*





In 1990, Idaho's displaced homemaker population totaled 59,498.





In 1990, Idaho's population of single mothers totaled 22,147.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

ILLINOIS

75% of Customers Rate Program Excellent or Very Good

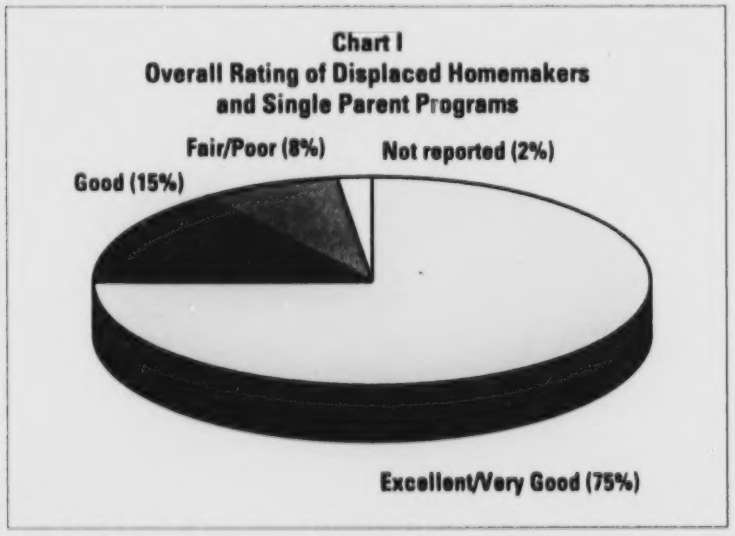
Illinois Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **75% of customers from Illinois rated programs as Excellent or Very Good.** Fifteen percent rated the programs as Good, and only 8% as Fair or Poor (Chart I).[28]

Illinois displaced homemaker and single parent programs come highly recommended. **Ninety-four percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-six percent of the customers responding from Illinois believed the program to be a good use of tax dollars, and 73% felt that more money should be spent on the programs. Sixteen percent indicated the same amount should be spent, and less than 1% felt less money should be spent (Chart II).



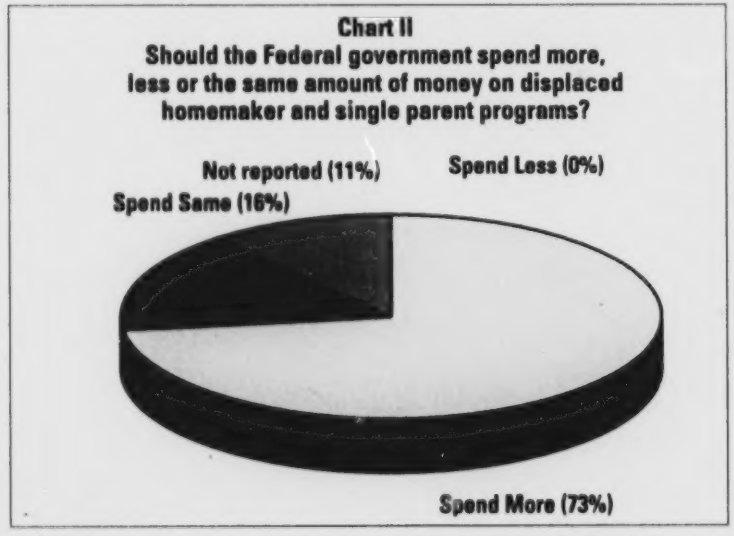
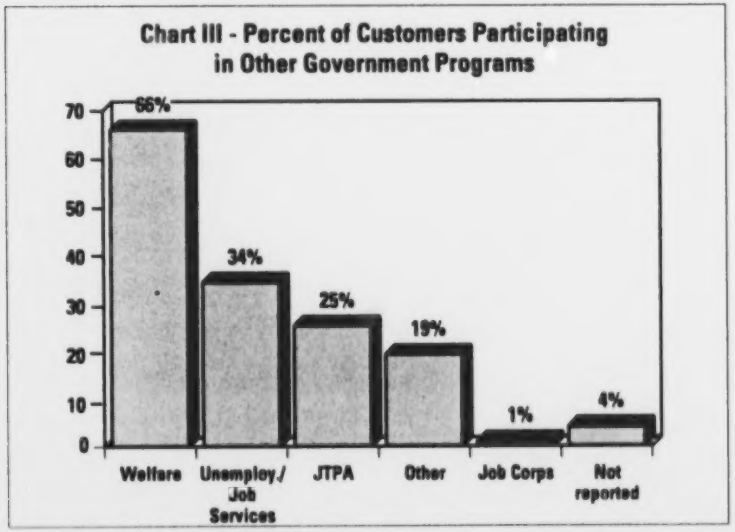


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (11%)
Spend Less (0%)
Spend Same (16%)
Spend More (73%)

[28] *Analysis based on a total of 752 questionnaires that were received from Illinois program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



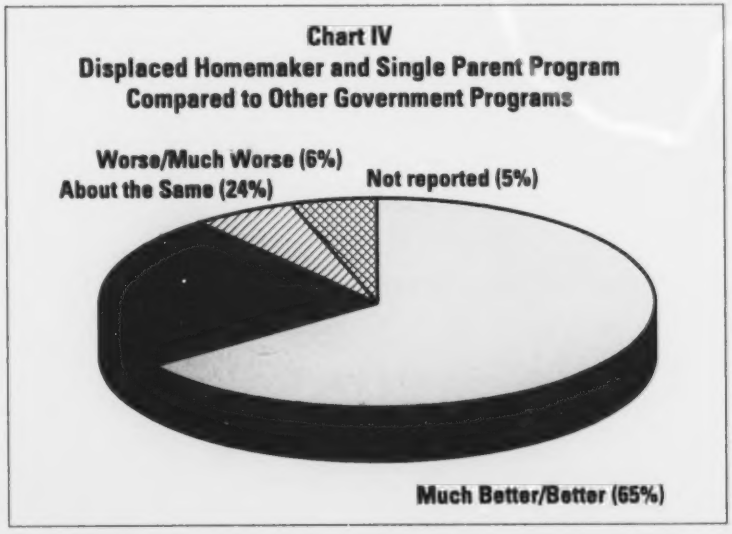


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (6%)
About the Same (24%)
Not reported (5%)
Much Better/Better (65%)

Sixty-seven percent of the customers from Illinois reported having participated in other government programs. Of those, 34% had experience with Unemployment or Job Services, 25% had participated in a JTPA program, and 66% had received Welfare Services (Chart III).[29]

Of those who had experience with other government programs, **65% rated the displaced homemaker or single parent program as Much Better or Better.** Twenty-four percent rated it About the Same, and only 6% rated it as Worse or Much Worse (Chart IV).

[29] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 506 customers who had participated in other government programs.*

Illinois's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[30]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	71%	20%	10%
Personal Attention	69%	18%	13%
Women with Similar Experiences	68%	22%	9%
Personal Counseling	67%	22%	11%
Support Group	62%	24%	14%
CAREER EXPLORATION			
Help Identifying Career Goals	62%	24%	14%
Career Counseling	58%	25%	17%
Getting/Staying on Track with Goals	58%	25%	17%
Exposure to Non-Traditional	49%	30%	21%
JOB TRAINING AND PLACEMENT*			
Skills Training	54%	28%	18%
Information About Job Openings	52%	26%	23%
Help Finding a Job	46%	24%	30%
SUPPORT SERVICES			
Help with Tuition	75%	12%	13%
Transportation	70%	15%	15%
Child Care	69%	15%	16%
Adult Dependent Care	59%	25%	16%

* *See explanation on page 7.*

[30] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

Illinois Displaced Homemakers and Single Parents by Age and Race*

Chart V
Displaced Homemakers By Age

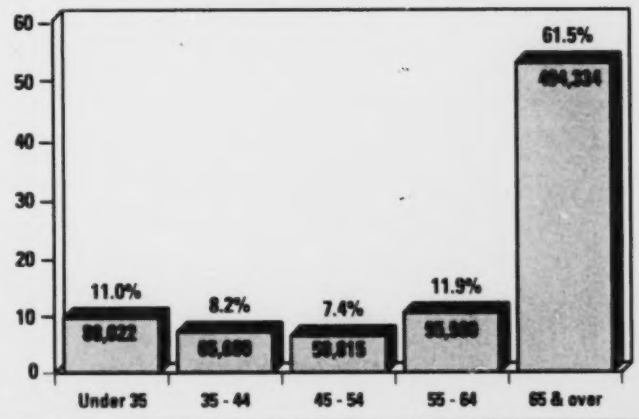
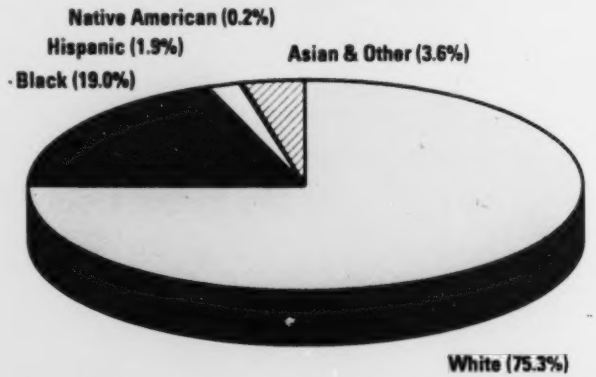


Chart VI
Displaced Homemakers By Race



In 1990, Illinois's displaced homemaker population totaled 803,851.

Chart VII
Single Mothers By Age

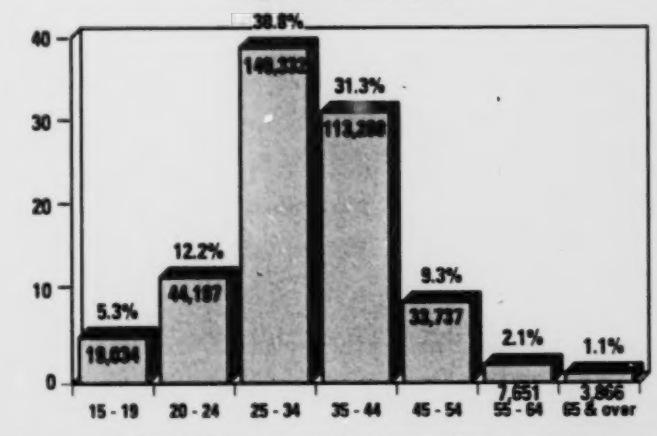
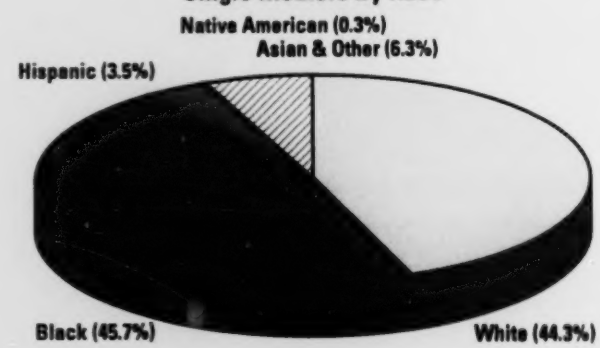


Chart VIII
Single Mothers By Race



In 1990, Illinois's population of single mothers totaled 362,085.

*Source: *Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States*

KANSAS

89% of Customers Rate Program Excellent or Very Good

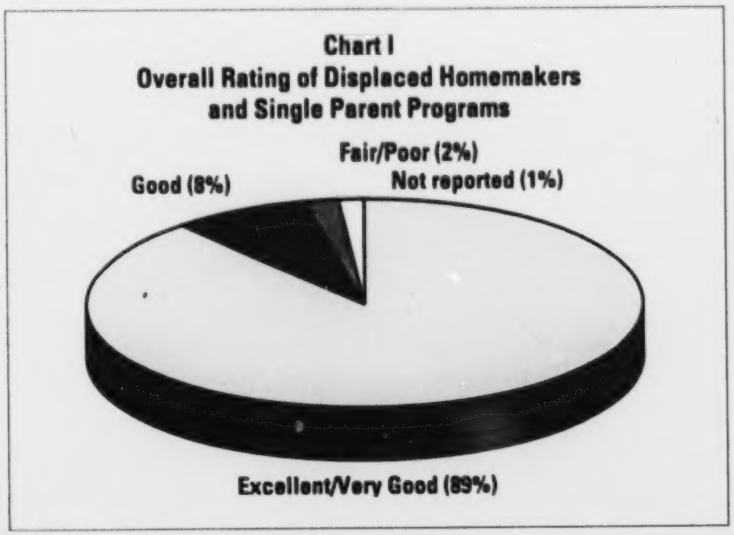
Kansas Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **89% of customers from Kansas rated programs as Excellent or Very Good.** Eight percent rated the programs as Good, and only 1% as Fair or Poor (Chart I).[31]

Kansas displaced homemaker and single parent programs come highly recommended. **Ninety-five percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-five percent of the customers responding from Kansas believed the program to be a good use of tax dollars, and 75% felt that more money should be spent on the programs. Sixteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



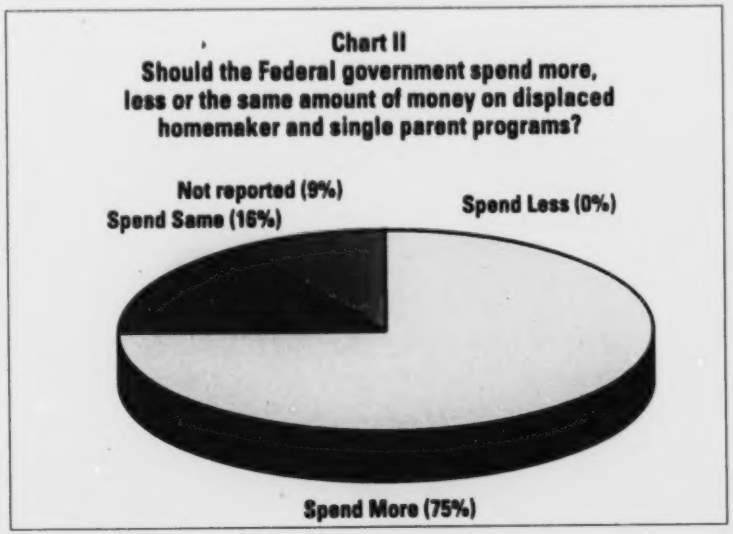


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (9%)
Spend Same (16%)
Spend Less (0%)
Spend More (75%)

[31] *Analysis based on a total of 64 questionnaires that were received from Kansas program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs

Chart III - Percent of Customers Participating in Other Government Programs

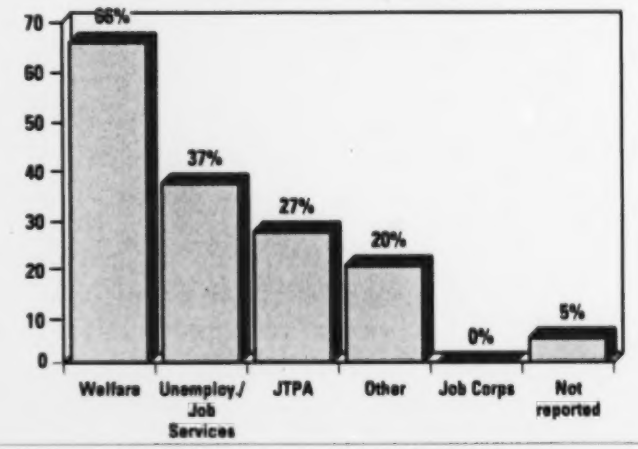
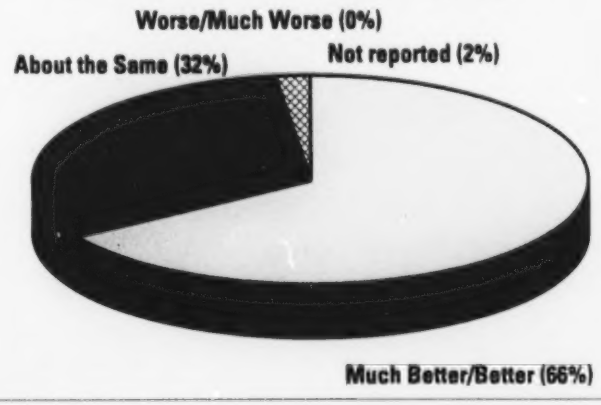


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs



Sixty-four percent of the customers from Kansas reported having participated in other government programs. Of those, 37% had experience with Unemployment or Job Services, 27% had participated in a JTPA program, and 66% had received Welfare Services (Chart III).[32]

Of those who had experience with other government programs, **66% rated the displaced homemaker or single parent program as Much Better or Better.** Thirty-two percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[32] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 41 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

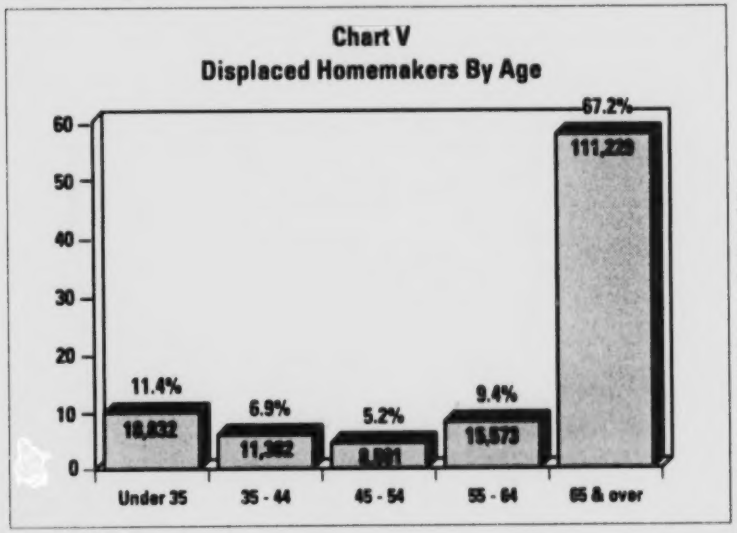
Kansas's Customers Rate Program Services

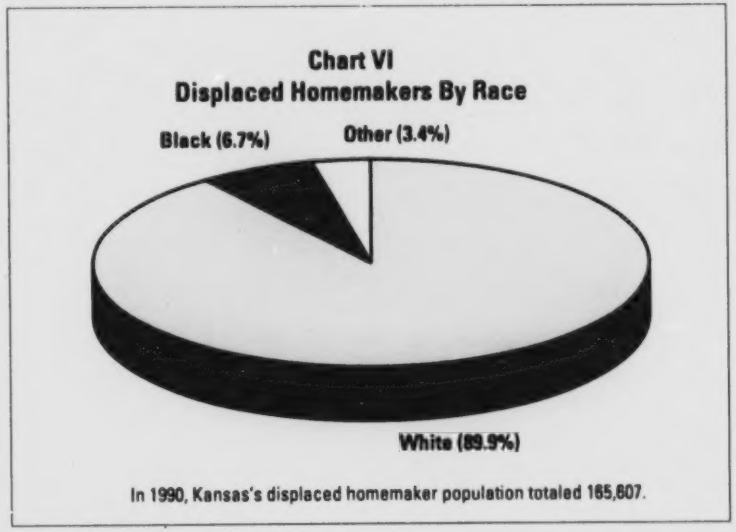
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[33]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	80%	13%	7%
Personal Attention	77%	18%	5%
Women with Similar Experiences	74%	21%	5%
Personal Counseling	72%	21%	7%
Support Group**	65%	30%	5%
CAREER EXPLORATION			
Help Identifying Career Goals	63%	30%	7%
Career Counseling	62%	30%	8%
Getting/Staying on Track with Goals	56%	33%	12%
Exposure to Non-Traditional**	51%	37%	12%
JOB TRAINING AND PLACEMENT*			
Skills Training**	57%	30%	13%
Information About Job Openings**	49%	32%	19%
Help Finding a Job**	42%	37%	22%
SUPPORT SERVICES			
Child Care**	74%	26%	0%
Help with Tuition**	71%	27%	2%
Transportation**	70%	17%	13%
Adult Dependent Care**	63%	13%	25%

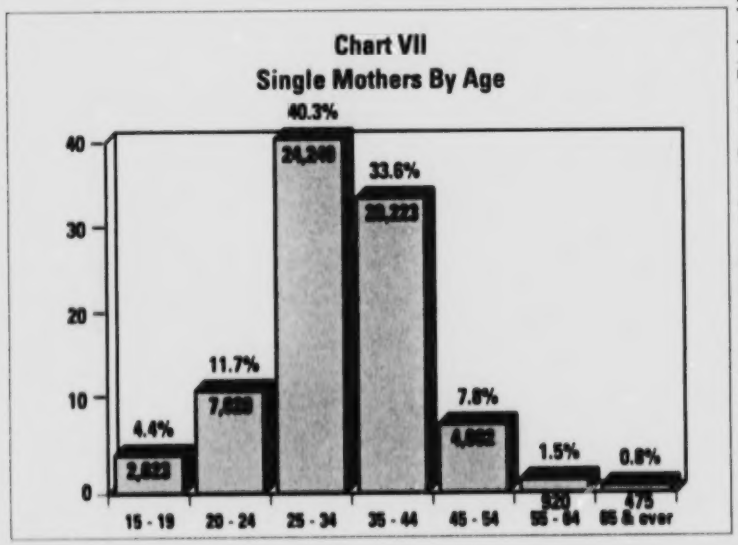
* *See explanation on page 7.*
***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[33] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

Kansas Displaced Homemakers and Single Parents by Age and Race*

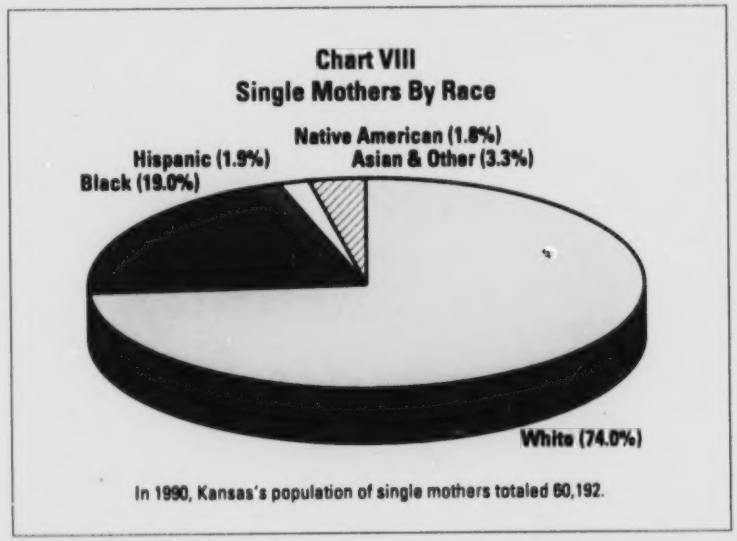




In 1990, Kansas's displaced homemaker population totaled 165,607.



*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States



In 1990, Kansas's population of single mothers totaled 60,192.

LOUISIANA

91% of Customers Rate Program Excellent or Very Good

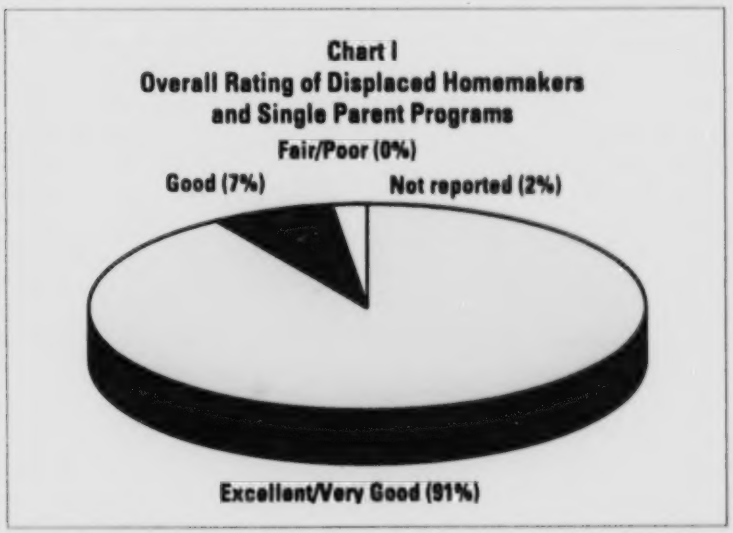
Louisiana Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **91% of customers from Louisiana rated programs as Excellent or Very Good.** Seven percent rated the programs as Good, and none as Fair or Poor (Chart I).[34]

Louisiana displaced homemaker and single parent programs come highly recommended. **Ninety-nine percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-eight percent of the customers responding from Louisiana believed the program to be a good use of tax dollars, and 84% felt that more money should be spent on the programs. Six percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



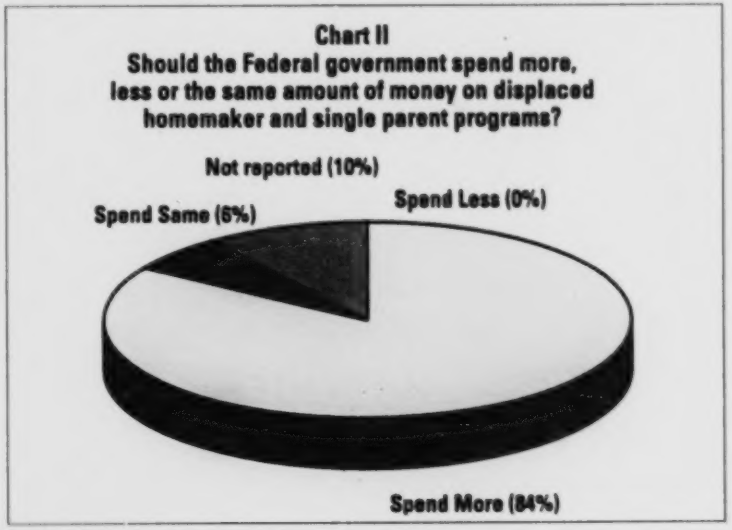
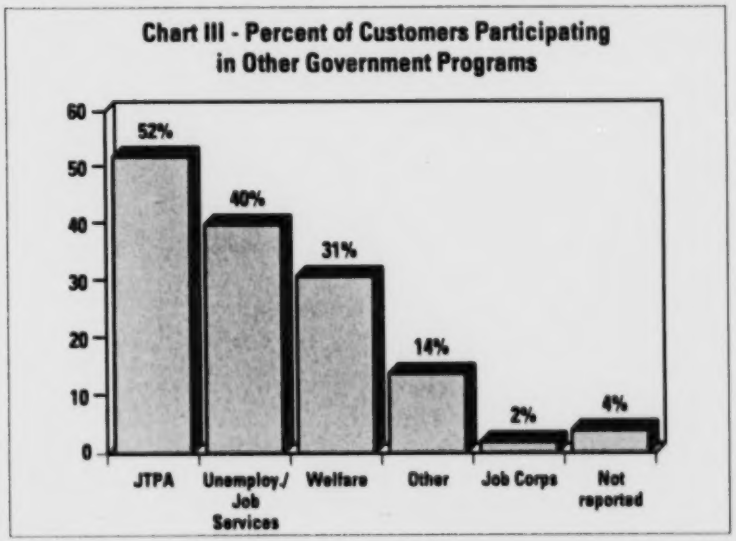


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (10%)
Spend Less (0%)
Spend Same (6%)
Spend More (84%)

[34] *Analysis based on a total of 83 questionnaires that were received from Louisiana program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



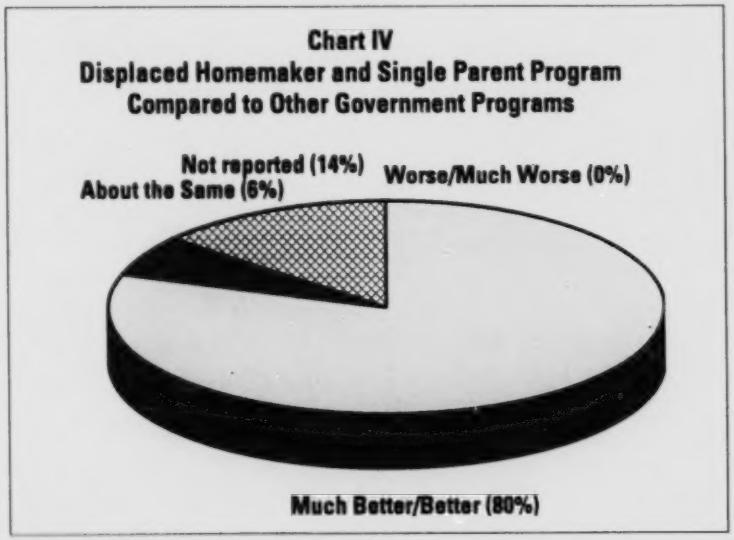


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Not reported (14%)
About the Same (6%)
Worse/Much Worse (0%)
Much Better/Better (80%)

Sixty-three percent of the customers from Louisiana reported having participated in other government programs. Of those, 40% had experience with Unemployment or Job Services, 52% had participated in a JTPA program, and 31% had received Welfare Services (Chart III).[35]

Of those who had experience with other government programs, **80% rated the displaced homemaker or single parent program as Much Better or Better.** Six percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[35] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 52 customers who had participated in other government programs.*

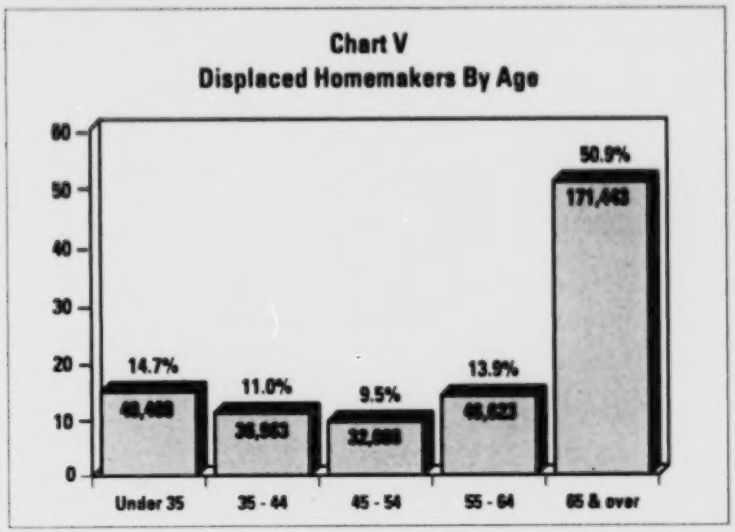
Louisiana's Customers Rate Program Services

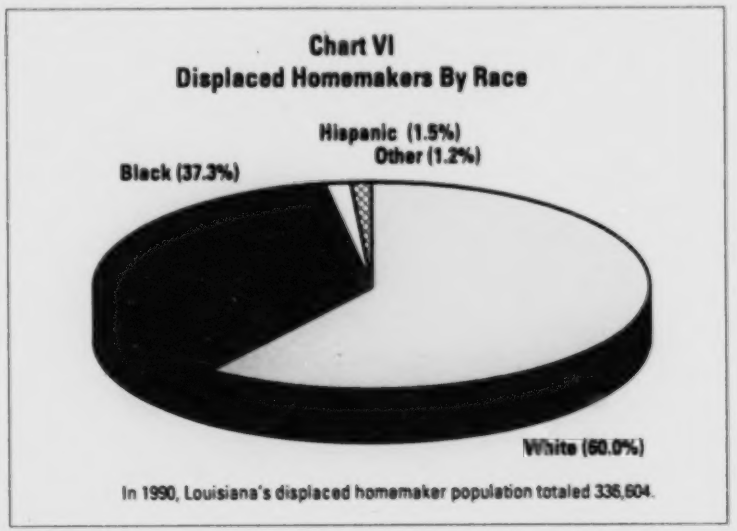
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[36]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Personal Attention	90%	8%	3%
Self-Esteem/Self Confidence	89%	9%	2%
Personal Counseling	89%	9%	2%
Women with Similar Experiences	87%	10%	4%
Support Group	81%	14%	5%
CAREER EXPLORATION			
Help Identifying Career Goals	75%	19%	6%
Career Counseling	72%	21%	7%
Getting/Staying on Track with Goals	68%	25%	7%
Exposure to Non-Traditional	51%	31%	18%
JOB TRAINING AND PLACEMENT*			
Skills Training	83%	12%	5%
Help Finding a Job	73%	17%	10%
Information About Job Openings	70%	22%	7%
SUPPORT SERVICES			
Help with Tuition**	79%	17%	4%
Transportation**	70%	27%	3%
Child Care**	63%	30%	7%
Adult Dependent Care**	61%	33%	6%

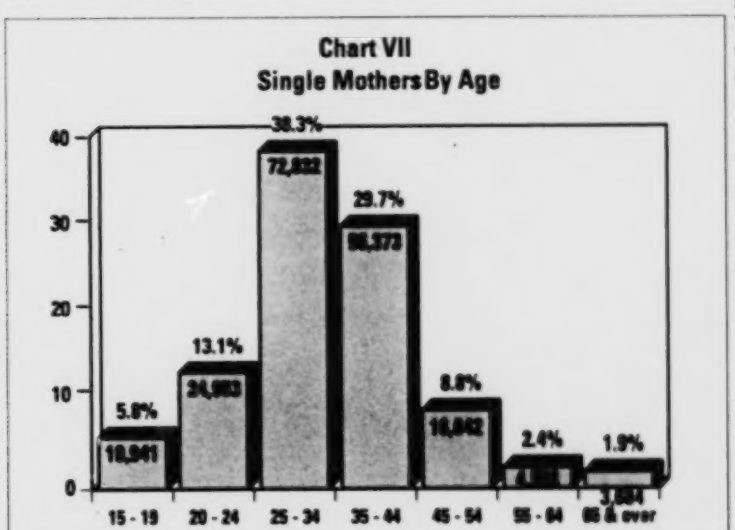
* *See explanation on page 7.*
** *Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[36] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

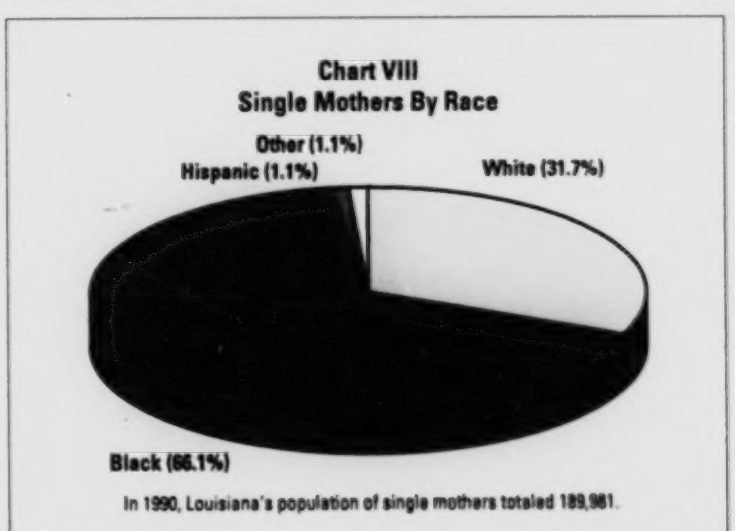
Louisiana Displaced Homemakers and Single Parents by Age and Race*





In 1990, Louisiana's displaced homemaker population totaled 336,604.





In 1990, Louisiana's population of single mothers totaled 189,981.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

MAINE

91% of Customers Rate Program Excellent or Very Good

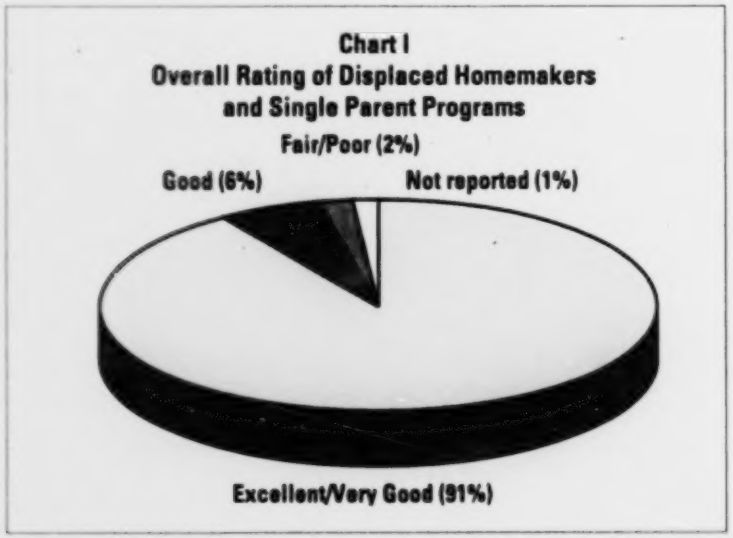
Maine Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **91% of customers from Maine rated programs as Excellent or Very Good.** Six percent rated the programs as Good, and only 2% as Fair or Poor (Chart I).[37]

Maine displaced homemaker and single parent programs come highly recommended. **Ninety-nine percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-eight percent of the customers responding from Maine believed the program to be a good use of tax dollars, and 78% felt that <u>more</u> money should be spent on the programs. Thirteen percent indicated the same amount should be spent, and less than 1% felt less money should be spent (Chart II).



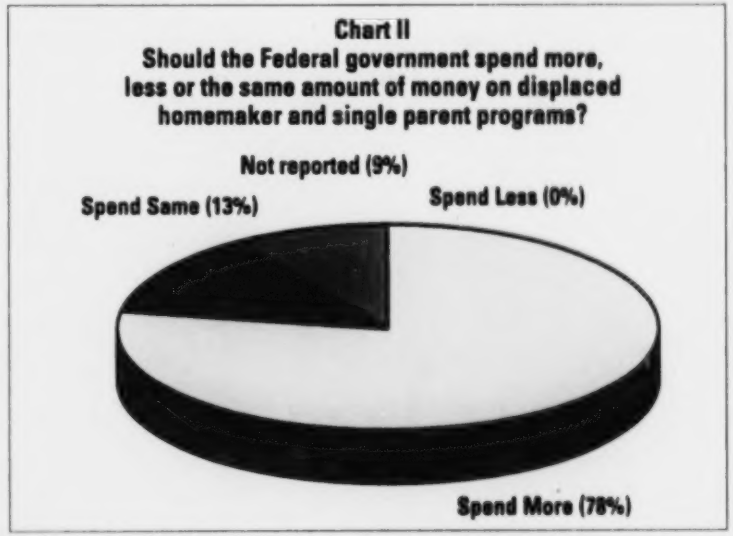
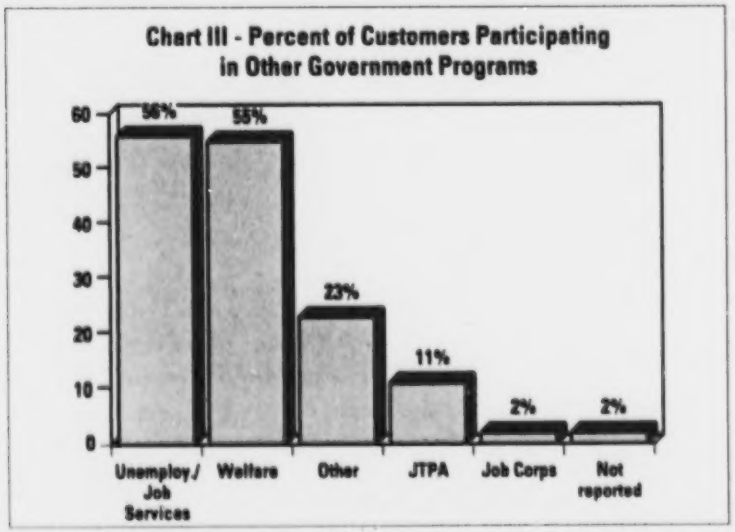


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (9%)
Spend Same (13%)
Spend Less (0%)
Spend More (78%)

[37] *Analysis based on a total of 247 questionnaires that were received from Maine program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



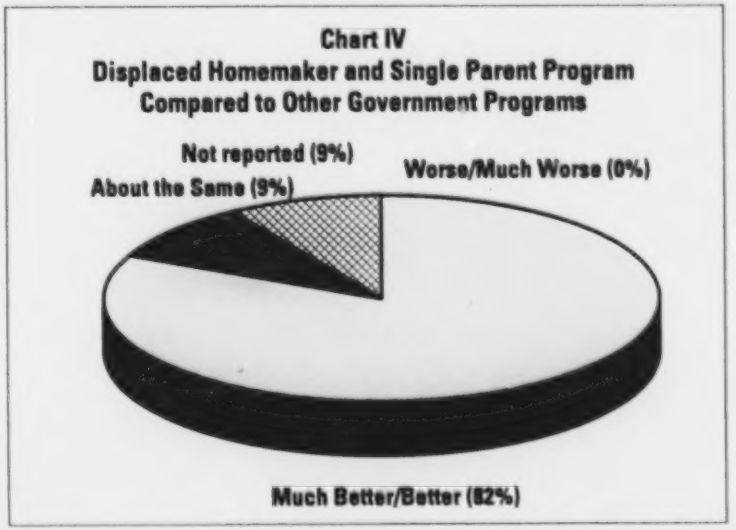


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Not reported (9%)
About the Same (9%)
Worse/Much Worse (0%)
Much Better/Better (82%)

Fifty-four percent of the customers from Maine reported having participated in other government programs. Of those, 56% had experience with Unemployment or Job Services, 11% had participated in a JTPA program, and 55% had received Welfare Services (Chart III).[38]

Of those who had experience with other government programs, **82% rated the displaced homemaker or single parent program as Much Better or Better.** Nine percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[38] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 133 customers who had participated in other government programs.*

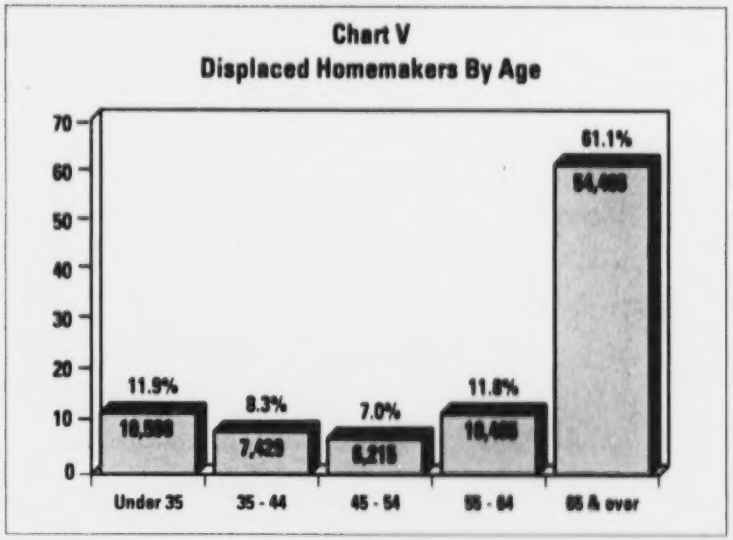
Maine's Customers Rate Program Services

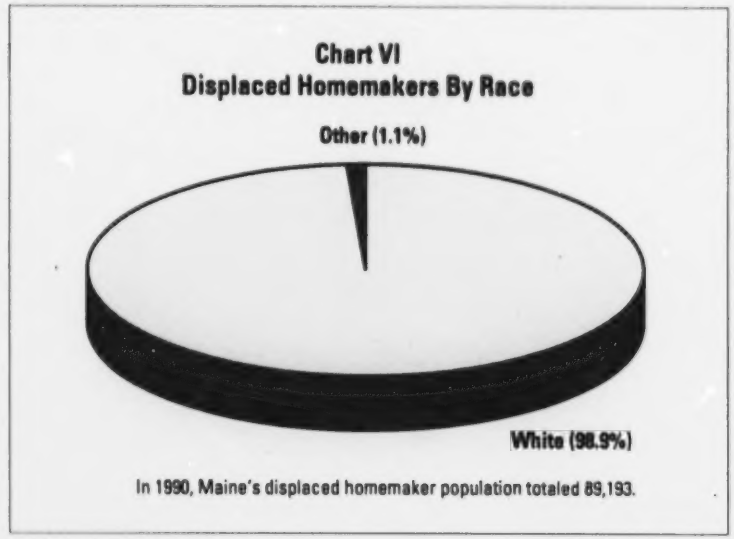
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[39]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	88%	10%	2%
Personal Attention	81%	12%	7%
Women with Similar Experiences	81%	13%	6%
Support Group	75%	22%	3%
Personal Counseling	74%	20%	6%
CAREER EXPLORATION			
Help Identifying Career Goals	73%	21%	7%
Career Counseling	73%	19%	8%
Exposure to Non-Traditional	63%	27%	10%
Getting/Staying on Track with Goals	62%	26%	12%
JOB TRAINING AND PLACEMENT*			
Skills Training	62%	25%	14%
Help Finding a Job	46%	24%	30%
Information About Job Openings	43%	32%	25%
SUPPORT SERVICES			
Help with Tuition	62%	23%	14%
Child Care	61%	24%	16%
Transportation	61%	25%	14%
Adult Dependent Care**	61%	27%	12%

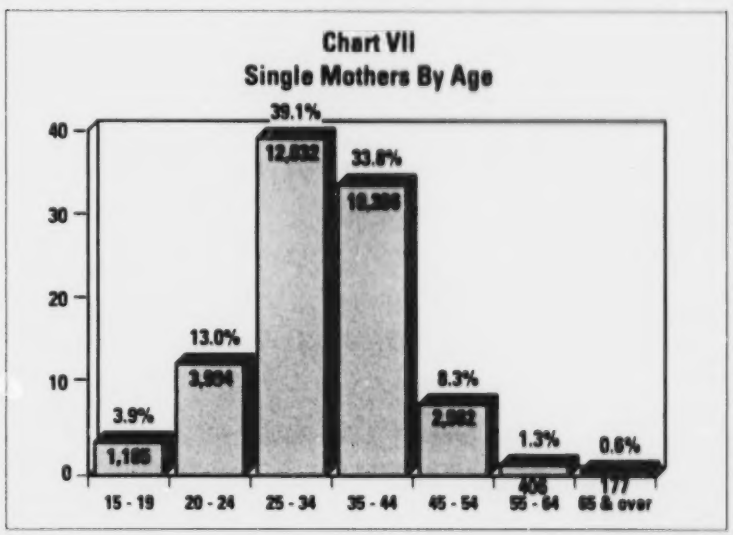
* *See explanation on page 7.*
** *Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
" *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

Maine Displaced Homemakers and Single Parents by Age and Race*





In 1990, Maine's displaced homemaker population totaled 89,193.



*Source: Women Work, Poverty Persists: A States Report on Displaced Homemakers & Single Mothers in the United States

In 1990, Maine's population of single mothers totaled 30,752

MASSACHUSETTS

94% of Customers Rate Program Excellent or Very Good

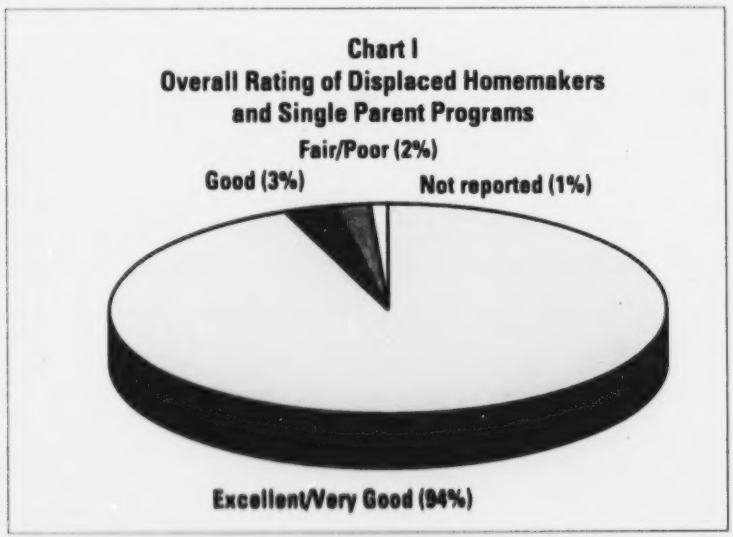
Massachusetts Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **94% of customers from Massachusetts rated programs as Excellent or Very Good.** Three percent rated the programs as Good, and only 2% as Fair or Poor (Chart I).[40]

Massachusetts displaced homemaker and single parent programs come highly recommended. **Ninety-eight percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-eight percent of the customers responding from Massachusetts believed the program to be a good use of tax dollars, and 75% felt that more money should be spent on the programs. Nineteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



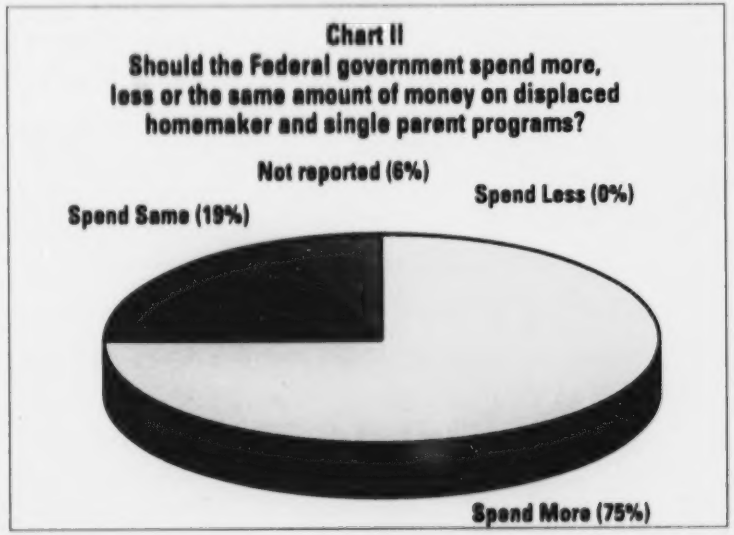
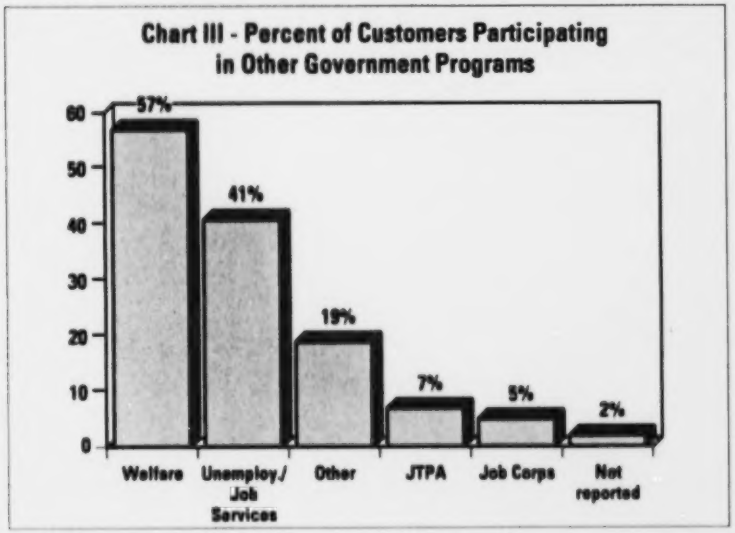


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (6%)
Spend Less (0%)
Spend Same (19%)
Spend More (75%)

* *Analysis based on a total of 101 questionnaires that were received from Massachusetts program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



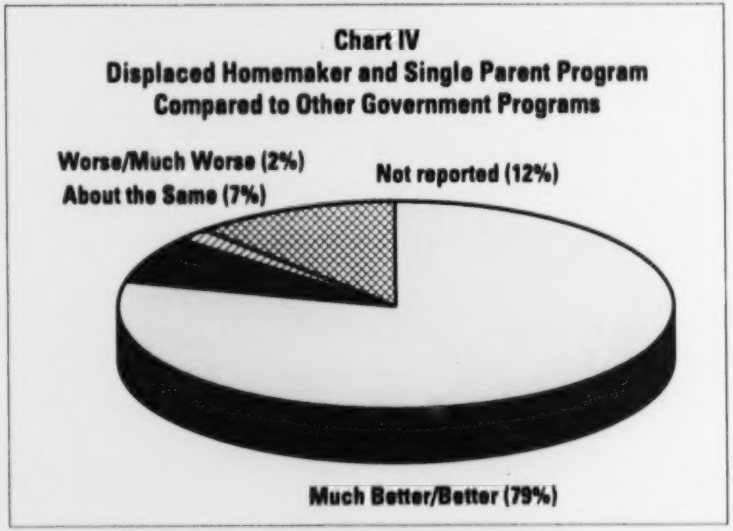


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (2%)
About the Same (7%)
Not reported (12%)
Much Better/Better (79%)

Forty-two percent of the customers from Massachusetts reported having participated in other government programs. Of those, 41% had experience with Unemployment or Job Services, 7% had participated in a JTPA program, and 57% had received Welfare Services (Chart III).[41]

Of those who had experience with other government programs, **79% rated the displaced homemaker or single parent program as Much Better or Better.** Seven percent rated it About the Same, and only 2% rated it as Worse or Much Worse (Chart IV).

[41] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 42 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

Massachusetts's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[42]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Women with Similar Experiences	86%	11%	3%
Self-Esteem/Self Confidence	85%	12%	3%
Personal Attention	77%	16%	7%
Support Group	76%	19%	5%
Personal Counseling	70%	20%	10%
CAREER EXPLORATION			
Getting/Staying on Track with Goals	75%	19%	6%
Help Identifying Career Goals	73%	18%	9%
Career Counseling	68%	26%	6%
Exposure to Non-Traditional	55%	27%	18%
JOB TRAINING AND PLACEMENT*			
Skills Training	83%	10%	6%
Information About Job Openings	71%	19%	11%
Help Finding a Job	65%	20%	15%
SUPPORT SERVICES			
Help with Tuition	92%	5%	4%
Child Care**	63%	7%	30%
Transportation**	58%	29%	13%
Adult Dependent Care**	47%	42%	11%

* *See explanation on page 7.*
***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[42] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

Massachusetts Displaced Homemakers and Single Parents by Age and Race*

Chart V
Displaced Homemakers By Age

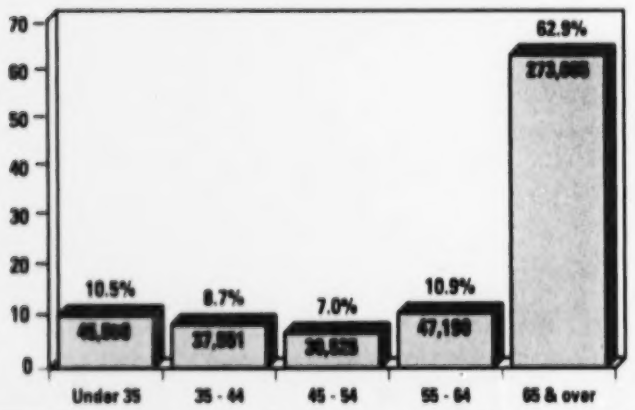
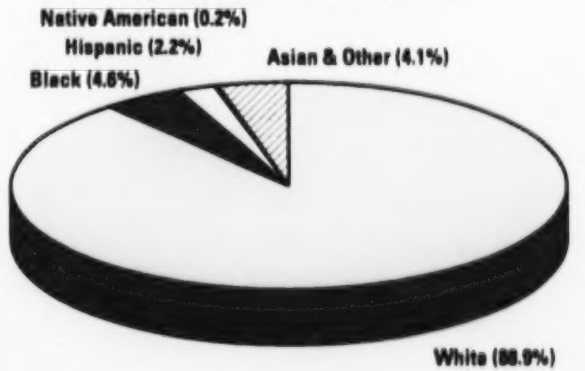


Chart VI
Displaced Homemakers By Race



In 1990, Massachusetts's displaced homemaker population totaled 433,911.

Chart VII
Single Mothers By Age

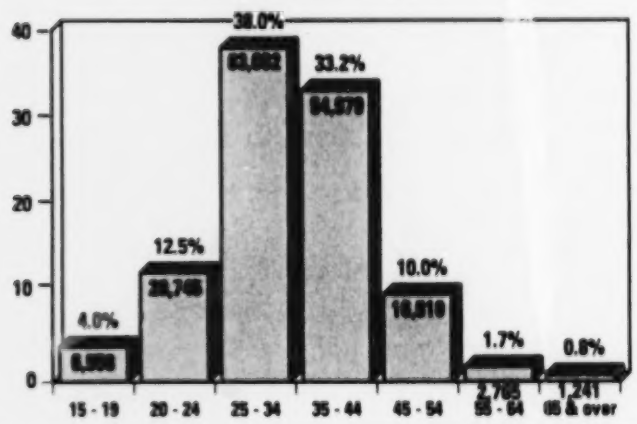
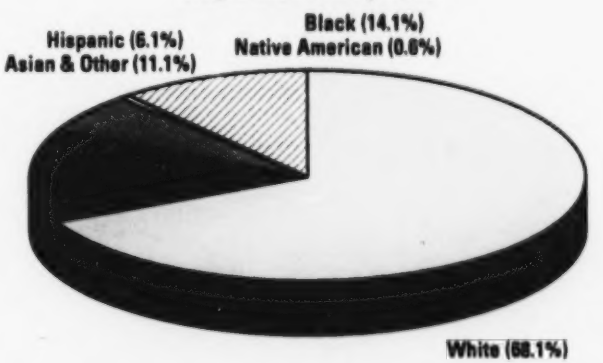


Chart VIII
Single Mothers By Race



In 1990, Massachusetts's population of single mothers totaled 165,860.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

MICHIGAN

82% of Customers Rate Program Excellent or Very Good

Michigan Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **82% of customers from Michigan rated programs as Excellent or Very Good.** Ten percent rated the programs as Good, and only 5% as Fair or Poor (Chart I).[43]

Michigan displaced homemaker and single parent programs come highly recommended. **Ninety-five percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-seven percent of the customers responding from Michigan believed the program to be a good use of tax dollars, and 71% felt that more money should be spent on the programs. Eighteen percent indicated the same amount should be spent, and less than 1% felt less money should be spent (Chart II).

Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

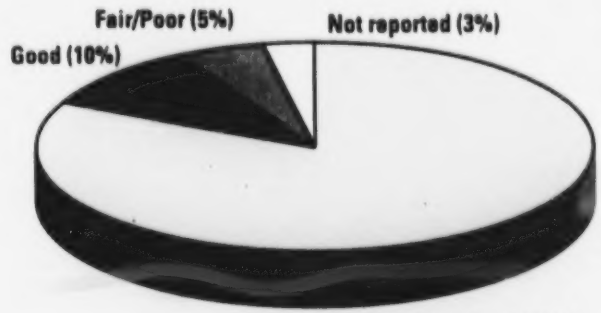
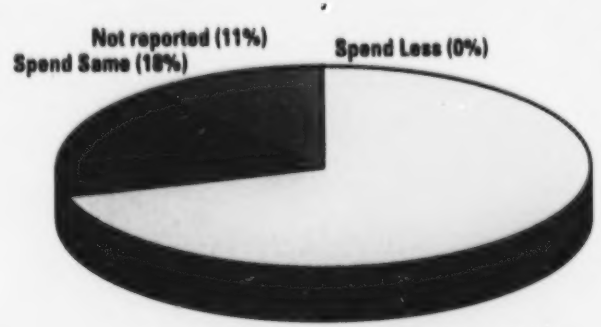
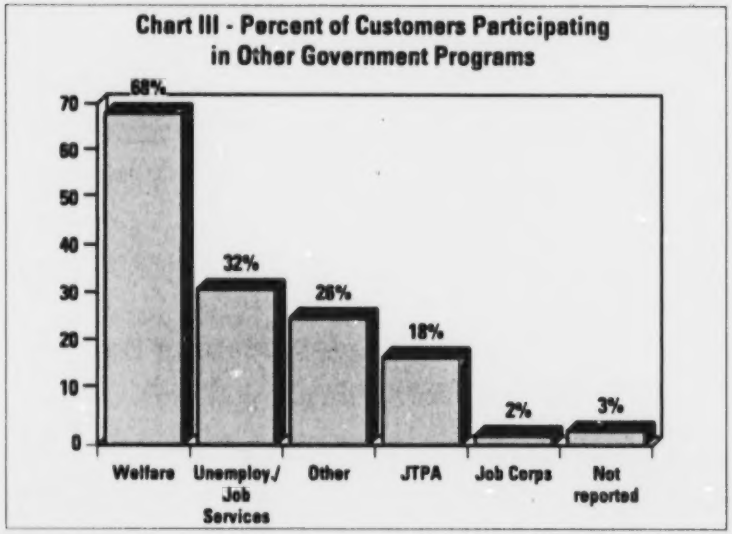


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



[43] *Analysis based on a total of 467 questionnaires that were received from Michigan program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



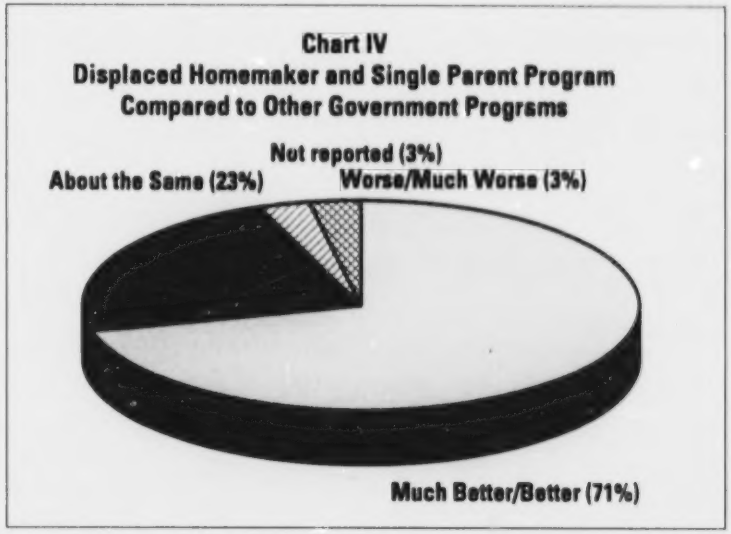


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Not reported (3%)
About the Same (23%)
Worse/Much Worse (3%)
Much Better/Better (71%)

Sixty-seven percent of the customers from Michigan reported having participated in other government programs. Of those, 32% had experience with Unemployment or Job Services, 18% had participated in a JTPA program, and 68% had received Welfare Services (Chart III).[44]

Of those who had experience with other government programs, **71% rated the displaced homemaker or single parent program as Much Better or Better.** Twenty-three percent rated it About the Same, and only 3% rated it as Worse or Much Worse (Chart IV).

[44] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 313 customers who had participated in other government programs.*

Michigan's Customers Rate Program Services

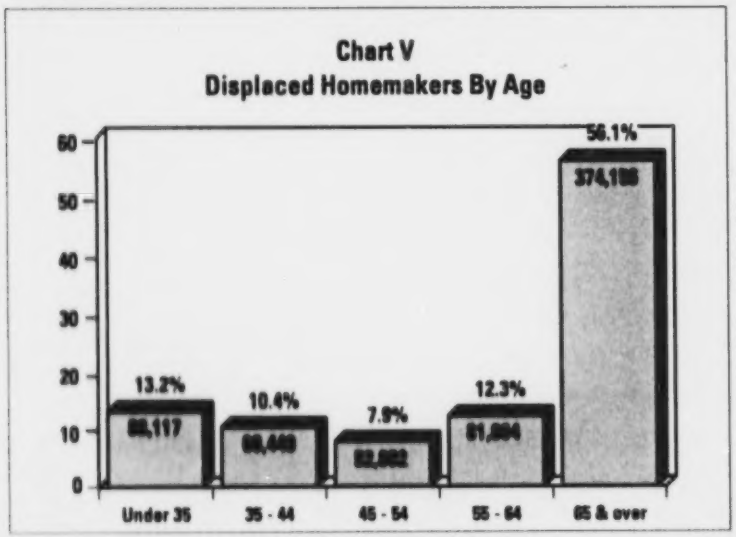
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[45]

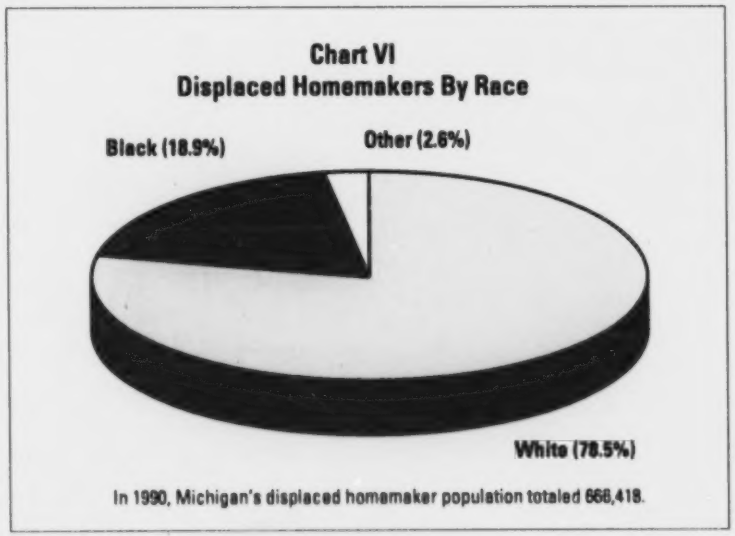
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	77%	17%	7%
Women with Similar Experiences	75%	16%	9%
Personal Attention	72%	19%	9%
Support Group	72%	20%	9%
Personal Counseling	72%	20%	9%
CAREER EXPLORATION			
Help Identifying Career Goals	70%	18%	12%
Getting/Staying on Track with Goals	69%	20%	11%
Career Counseling	64%	22%	14%
Exposure to Non-Traditional	58%	26%	16%
JOB TRAINING AND PLACEMENT*			
Skills Training	65%	23%	13%
Information About Job Openings	56%	25%	19%
Help Finding a Job	47%	25%	28%
SUPPORT SERVICES			
Help with Tuition	85%	10%	5%
Child Care	72%	16%	11%
Transportation	70%	22%	8%
Adult Dependent Care	60%	28%	13%

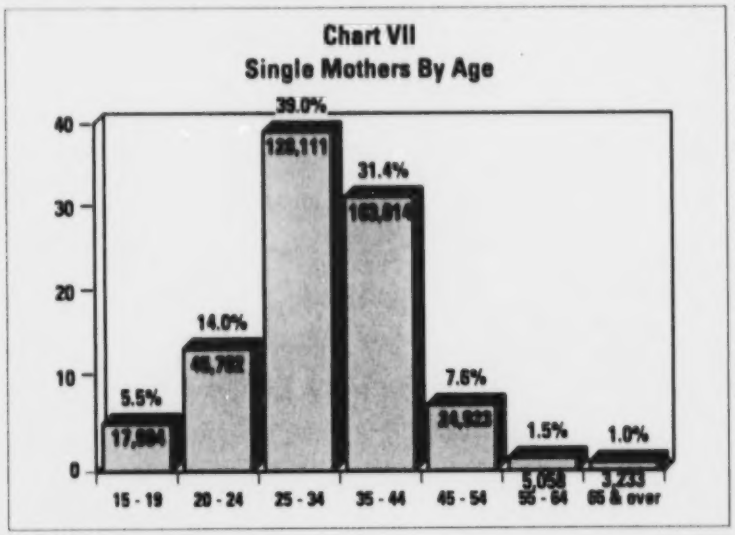
* *See explanation on page 7.*

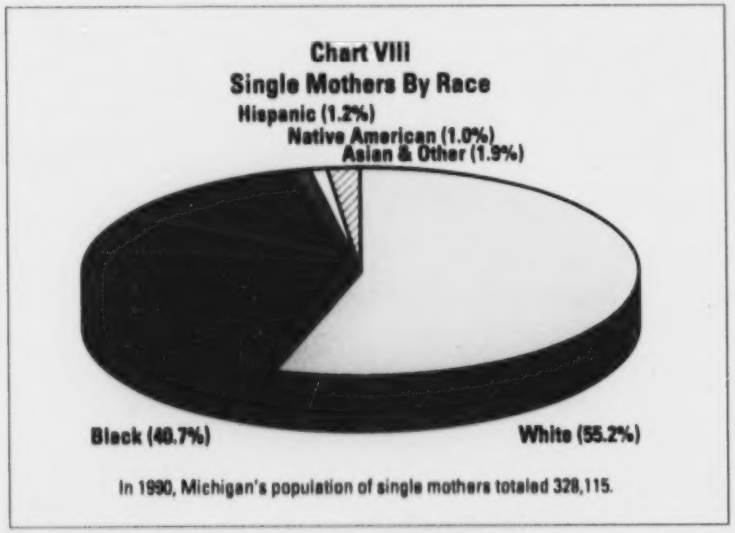
[45] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

Michigan Displaced Homemakers and Single Parents by Age and Race*









*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

MISSISSIPPI

88% of Customers Rate Program Excellent or Very Good

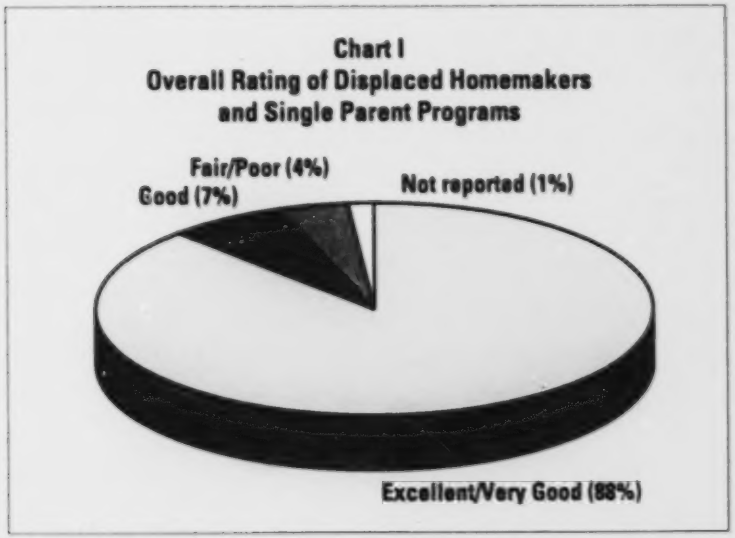
Mississippi Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **88% of customers from Mississippi rated programs as Excellent or Very Good.** Seven percent rated the programs as Good, and only 4% as Fair or Poor (Chart I).*

Mississippi displaced homemaker and single parent programs come highly recommended. **Ninety-eight percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-seven percent of the customers responding from Mississippi believed the program to be a good use of tax dollars, and 76% felt that more money should be spent on the programs. Fifteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



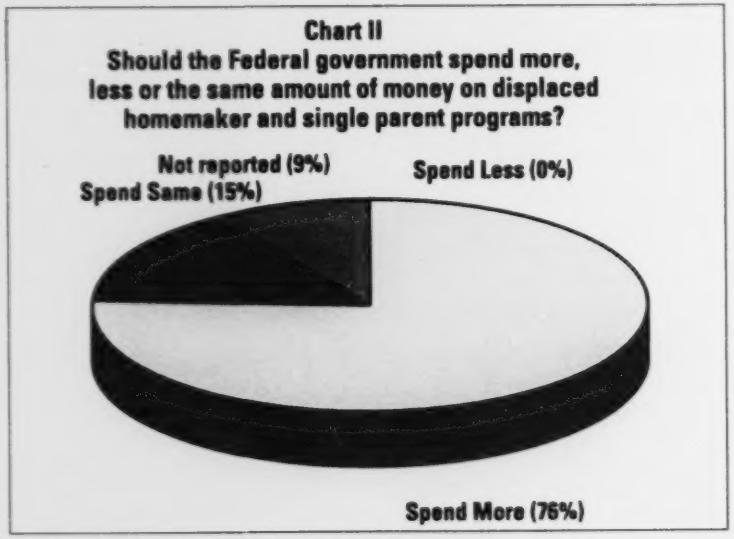
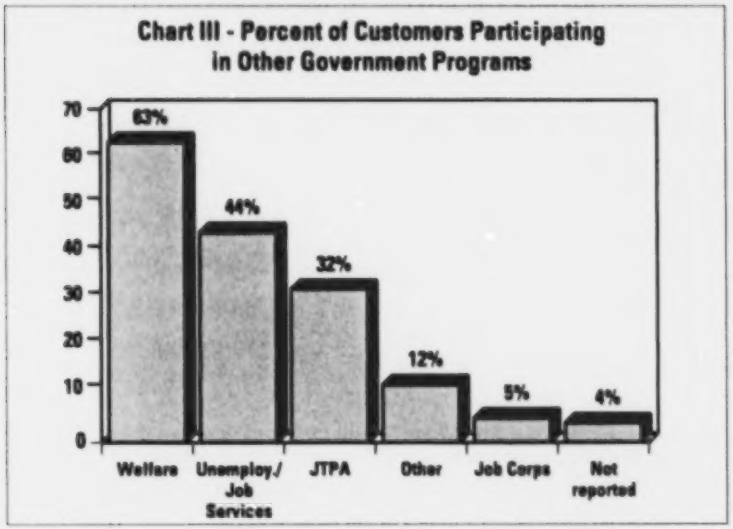


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (9%)
Spend Same (15%)
Spend Less (0%)
Spend More (76%)

* *Analysis based on a total of 134 questionnaires that were received from Mississippi program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



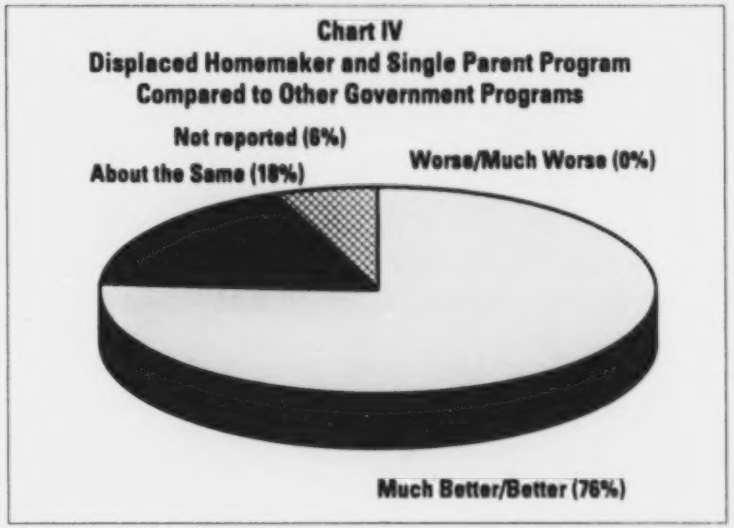


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Not reported (6%)
About the Same (18%)
Worse/Much Worse (0%)
Much Better/Better (76%)

Sixty-one percent of the customers from Mississippi reported having participated in other government programs. Of those, 44% had experience with Unemployment or Job Services, 32% had participated in a JTPA program, and 63% had received Welfare Services (Chart III).[47]

Of those who had experience with other government programs, **76% rated the displaced homemaker or single parent program as Much Better or Better.** Eighteen percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[47] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 82 customers who had participated in other government programs.*

Mississippi's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[48]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	88%	10%	2%
Women with Similar Experiences	85%	14%	2%
Personal Counseling	85%	11%	4%
Support Group	81%	11%	8%
Personal Attention	80%	8%	12%
CAREER EXPLORATION			
Career Counseling	78%	16%	6%
Getting/Staying on Track with Goals	77%	14%	9%
Help Identifying Career Goals	76%	19%	5%
Exposure to Non-Traditional	75%	15%	11%
JOB TRAINING AND PLACEMENT*			
Skills Training	75%	11%	14%
Information About Job Openings	67%	21%	12%
Help Finding a Job	63%	20%	17%
SUPPORT SERVICES			
Help with Tuition	79%	11%	11%
Child Care	75%	13%	13%
Transportation	74%	12%	14%
Adult Dependent Care**	74%	14%	12%

* *See explanation on page 7.*
***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
@ *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

Mississippi Displaced Homemakers and Single Parents by Age and Race*

Chart V
Displaced Homemakers By Age

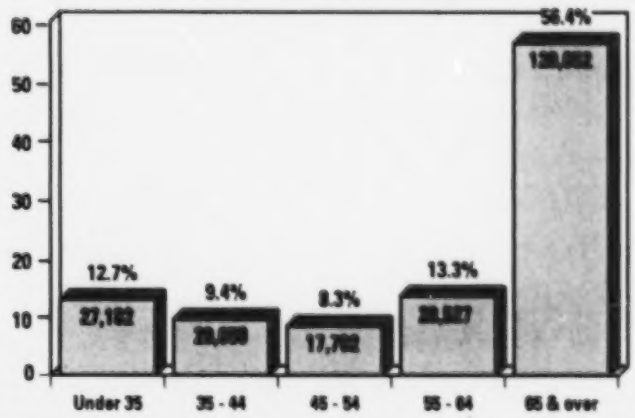
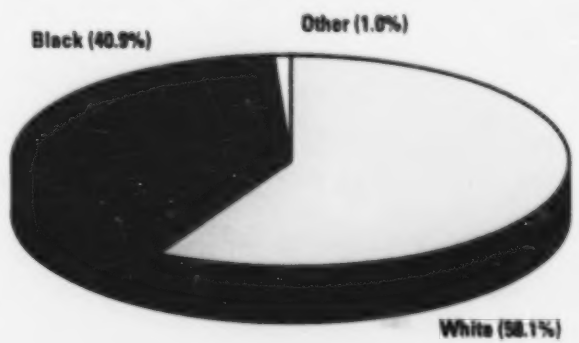


Chart VI
Displaced Homemakers By Race



In 1990, Mississippi's displaced homemaker population totaled 214,113.

Chart VII
Single Mothers By Age

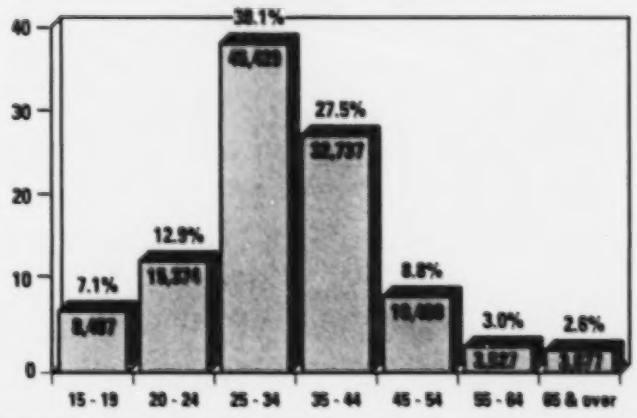
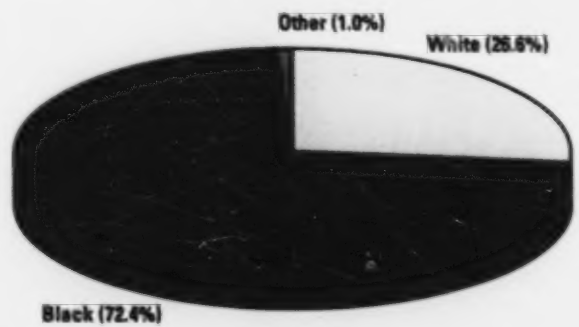


Chart VIII
Single Mothers By Race



In 1990, Mississippi's population of single mothers totaled 119,129.

*Source: *Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States*

MISSOURI

87% of Customers Rate Program Excellent or Very Good

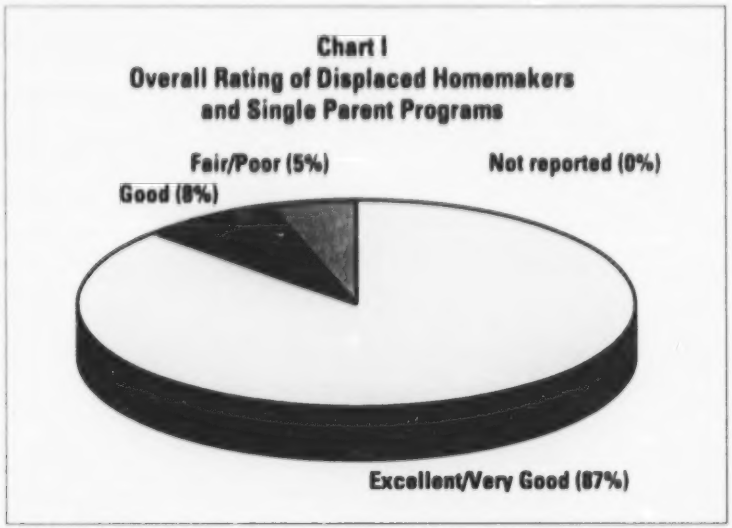
Missouri Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **87% of customers from Missouri rated programs as Excellent or Very Good.** Eight percent rated the programs as Good, and only 5% as Fair or Poor (Chart I).[49]

Missouri displaced homemaker and single parent programs come highly recommended. **Ninety-four percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-five percent of the customers responding from Missouri believed the program to be a good use of tax dollars, and 71% felt that more money should be spent on the programs. Seventeen percent indicated the same amount should be spent, and 1% felt less should be spent (Chart II).



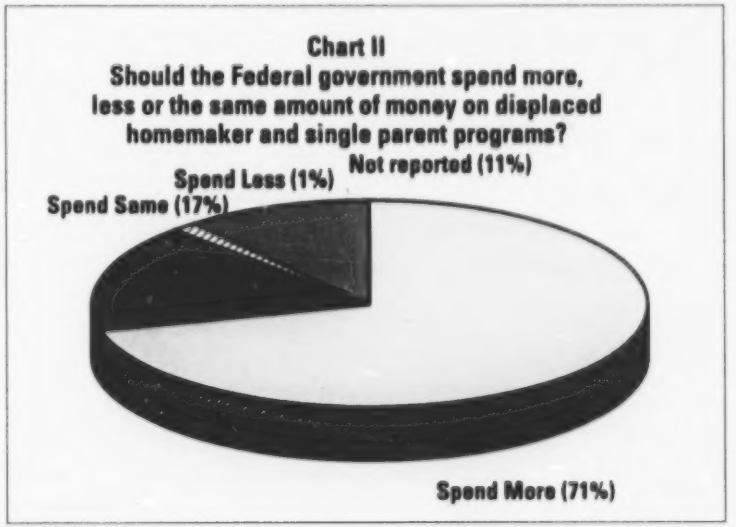
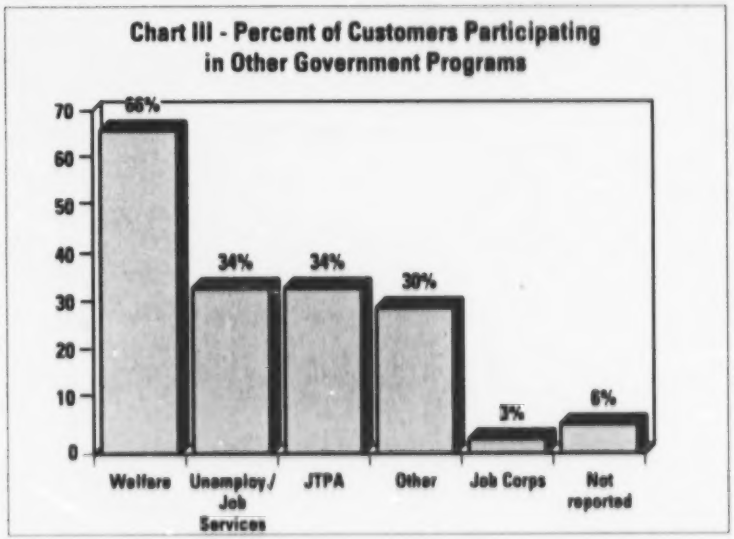


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (11%)
Spend Less (1%)
Spend Same (17%)
Spend More (71%)

[49] *Analysis based on a total of 208 questionnaires that were received from Missouri program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



Fifty-three percent of the customers from Missouri reported having participated in other government programs. Of those, 34% had experience with Unemployment or Job Services, 34% had participated in a JTPA program, and 66% had received Welfare Services (Chart III).[50]

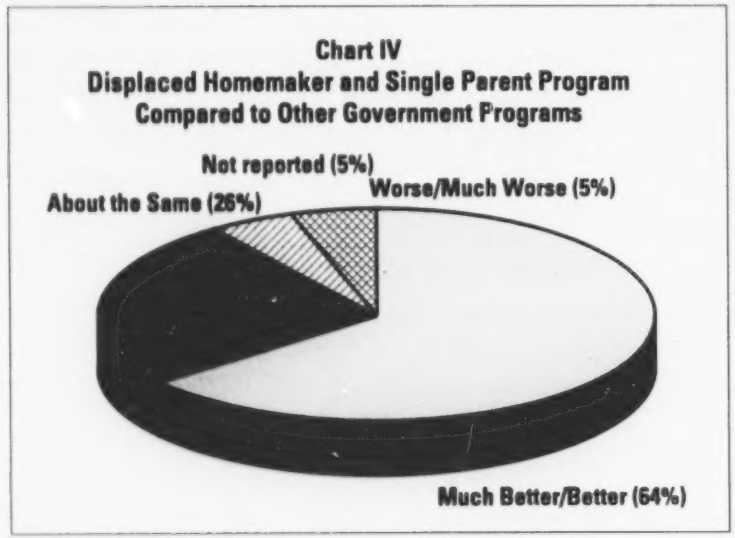


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Not reported (5%)
Worse/Much Worse (5%)
About the Same (26%)
Much Better/Better (64%)

Of those who had experience with other government programs, **64% rated the displaced homemaker or single parent program as Much Better or Better.** Twenty-six percent rated it About the Same, and only 5% rated it as Worse or Much Worse (Chart IV).

[50] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 110 customers who had participated in other government programs.*

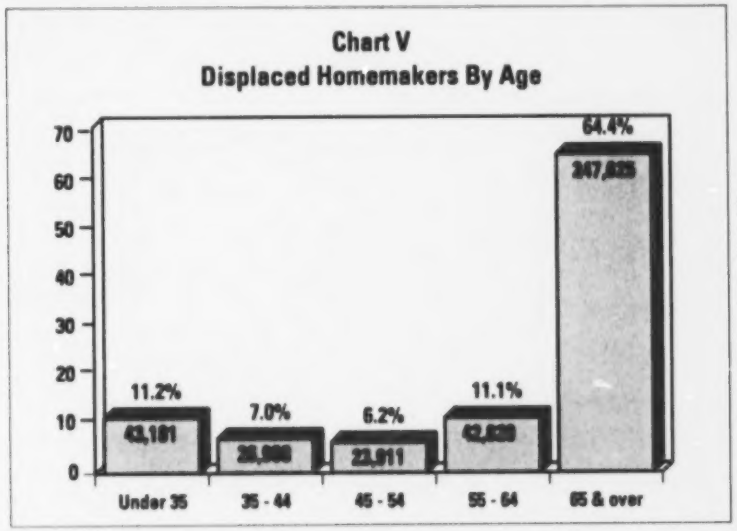
Missouri's Customers Rate Program Services

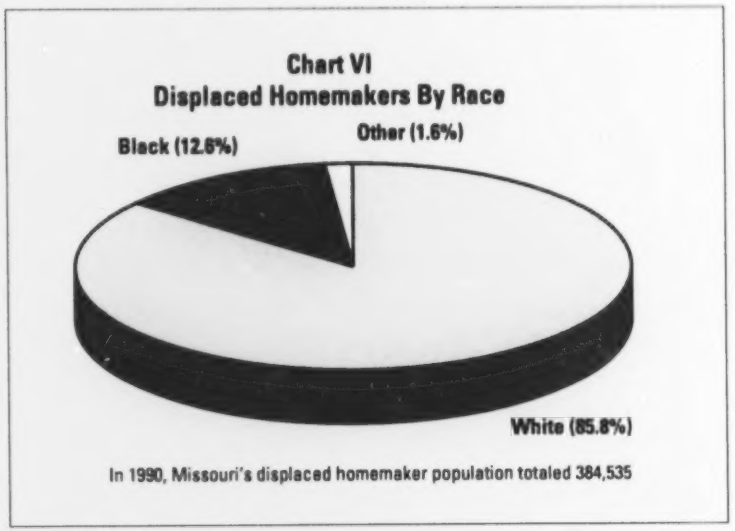
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[51]

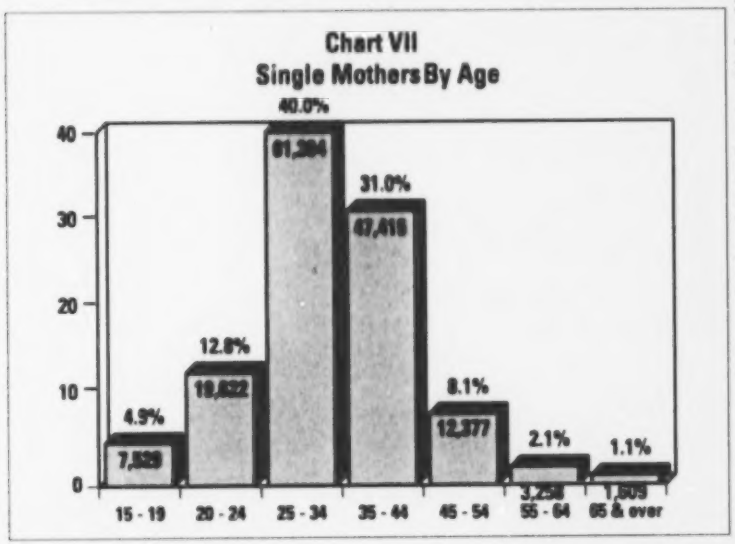
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	80%	14%	6%
Personal Attention	77%	16%	8%
Women with Similar Experiences	75%	17%	8%
Personal Counseling	72%	20%	8%
Support Group	64%	25%	10%
CAREER EXPLORATION			
Help Identifying Career Goals	75%	20%	5%
Career Counseling	72%	22%	6%
Getting/Staying on Track with Goals	67%	25%	9%
Exposure to Non-Traditional	63%	28%	9%
JOB TRAINING AND PLACEMENT*			
Skills Training	61%	27%	12%
Information About Job Openings	52%	29%	19%
Help Finding a Job	42%	31%	27%
SUPPORT SERVICES			
Help with Tuition	77%	11%	13%
Child Care	60%	13%	27%
Transportation**	53%	16%	31%
Adult Dependent Care**	42%	26%	32%

* *See explanation on page 7.*
** *Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[51] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

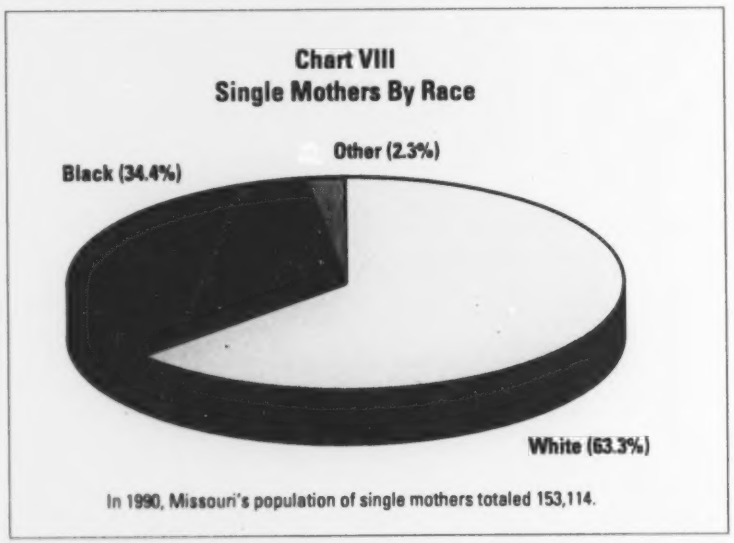
Missouri Displaced Homemakers and Single Parents by Age and Race*







Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States



MONTANA

86% of Customers Rate Program Excellent or Very Good

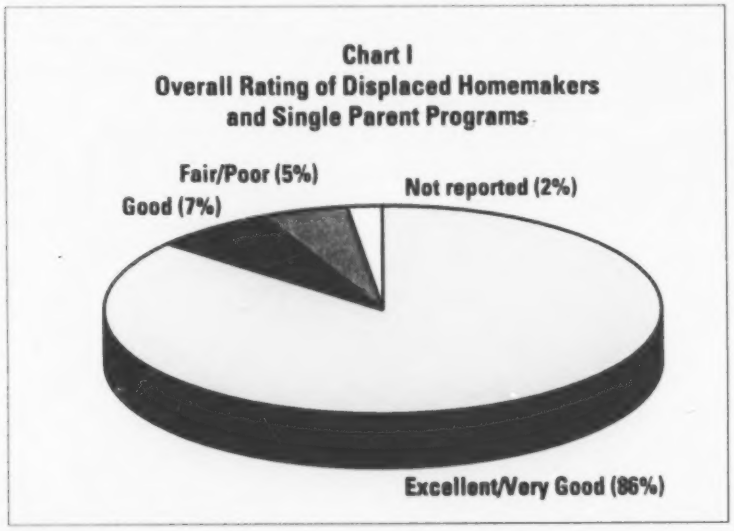
Montana Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **86% of customers from Montana rated programs as Excellent or Very Good.** Seven percent rated the programs as Good, and only 5% as Fair or Poor (Chart I).[52]

Montana displaced homemaker and single parent programs come highly recommended. **Ninety-four percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-six percent of the customers responding from Montana believed the program to be a good use of tax dollars, and 72% felt that more money should be spent on the programs. Eighteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



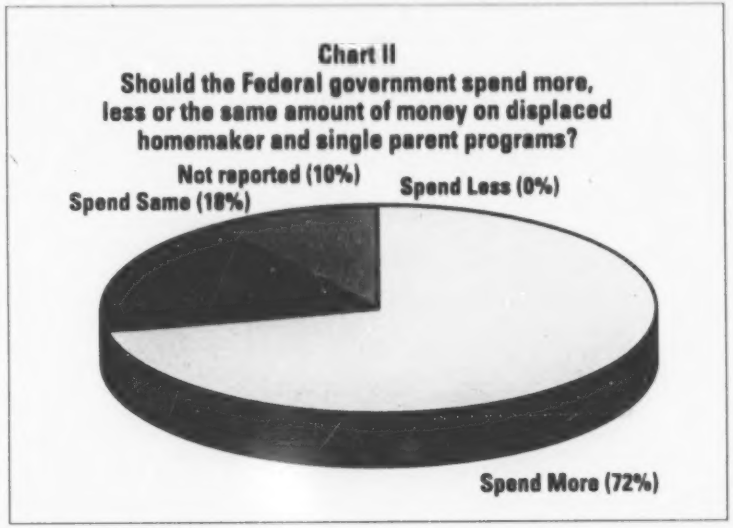
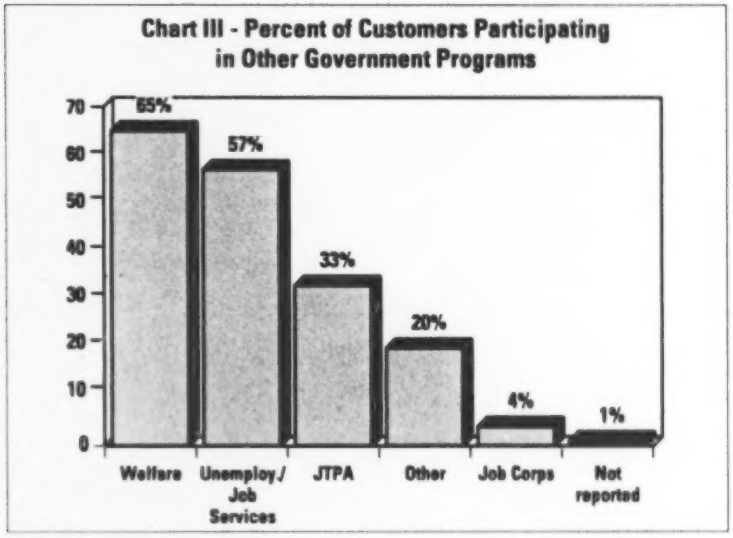


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (10%)
Spend Same (18%)
Spend Less (0%)
Spend More (72%)

[52] *Analysis based on a total of 115 questionnaires that were received from Montana program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



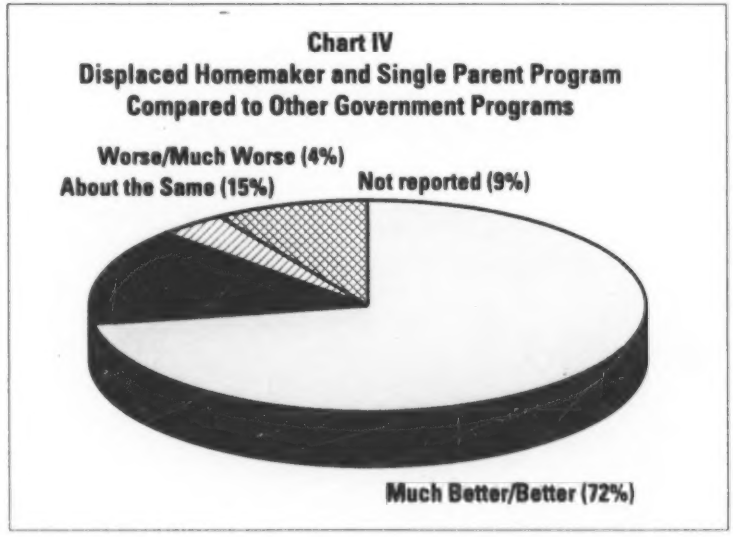


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (4%)
About the Same (15%)
Not reported (9%)
Much Better/Better (72%)

Seventy percent of the customers from Montana reported having participated in other government programs. Of those, 57% had experience with Unemployment or Job Services, 33% had participated in a JTPA program, and 65% had received Welfare Services (Chart III).[53]

Of those who had experience with other government programs, **72% rated the displaced homemaker or single parent program as Much Better or Better.** Fifteen percent rated it About the Same, and only 4% rated it as Worse or Much Worse (Chart IV).

[53] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 81 customers who had participated in other government programs.*

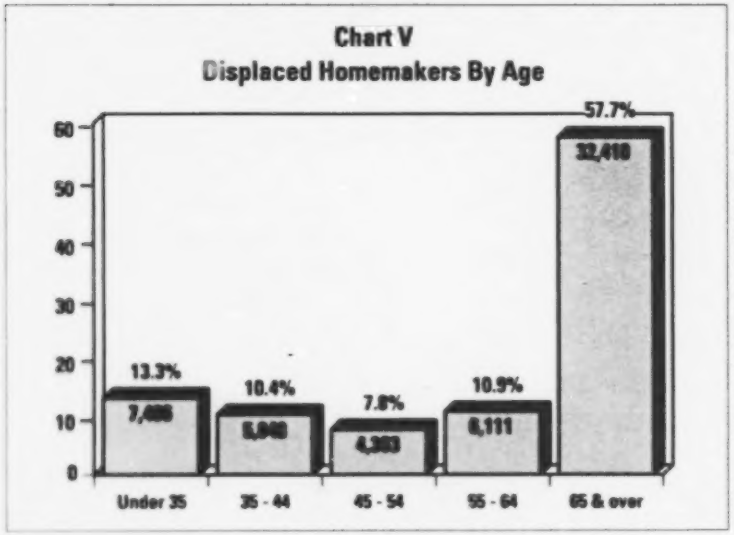
Montana's Customers Rate Program Services

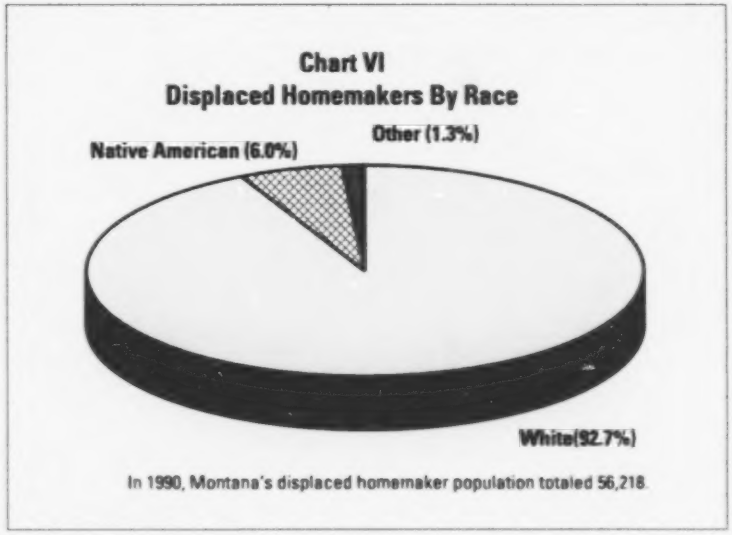
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[54]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	80%	13%	7%
Personal Attention	80%	12%	9%
Women with Similar Experiences	72%	23%	5%
Personal Counseling	72%	18%	10%
Support Group	65%	22%	11%
CAREER EXPLORATION			
Help Identifying Career Goals	69%	20%	11%
Exposure to Non-Traditional	67%	18%	15%
Getting/Staying on Track with Goals	65%	19%	16%
Career Counseling	61%	25%	17%
JOB TRAINING AND PLACEMENT*			
Skills Training	68%	23%	9%
Information About Job Openings	61%	21%	19%
Help Finding a Job	51%	24%	25%
SUPPORT SERVICES			
Transportation**	77%	16%	7%
Child Care**	74%	14%	12%
Help with Tuition	70%	19%	12%
Adult Dependent Care**	57%	36%	7%

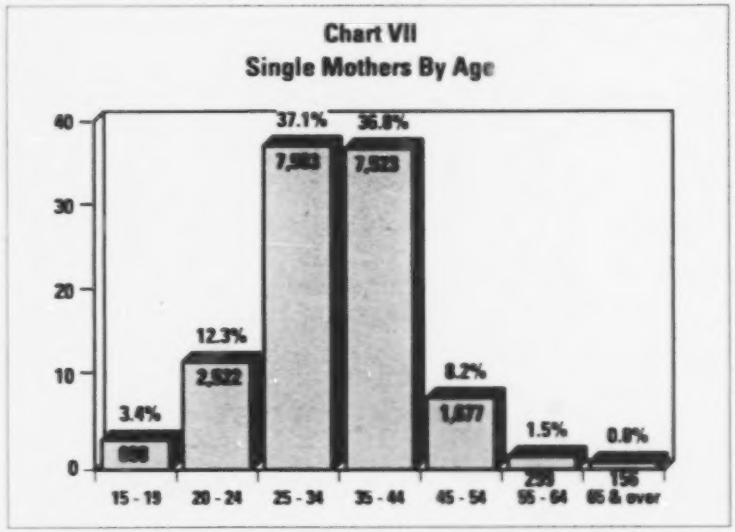
* *See explanation on page 7.*
***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[54] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

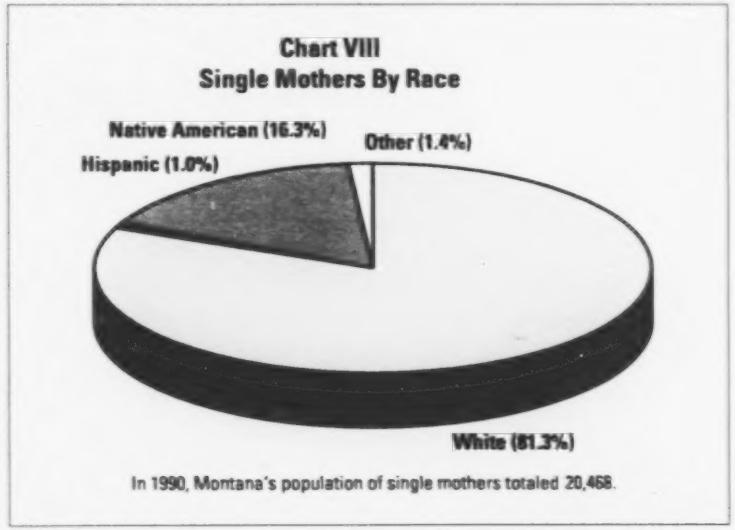
Montana Displaced Homemakers and Single Parents by Age and Race*





In 1990, Montana's displaced homemaker population totaled 56,218.





In 1990, Montana's population of single mothers totaled 20,468.

*Source: *Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States*

NEBRASKA

83% of Customers Rate Program Excellent or Very Good

Nebraska Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **83% of customers from Nebraska rated programs as Excellent or Very Good.** Fourteen percent rated the programs as Good, and only 1% as Fair or Poor (Chart I).[55]

Nebraska displaced homemaker and single parent programs come highly recommended. **Ninety-eight percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-eight percent of the customers responding from Nebraska believed the program to be a good use of tax dollars, and 82% felt that more money should be spent on the programs. Fifteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).

Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

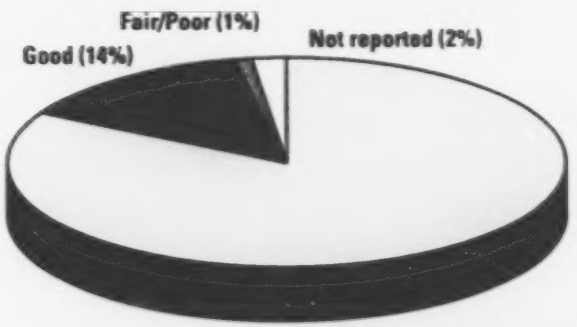
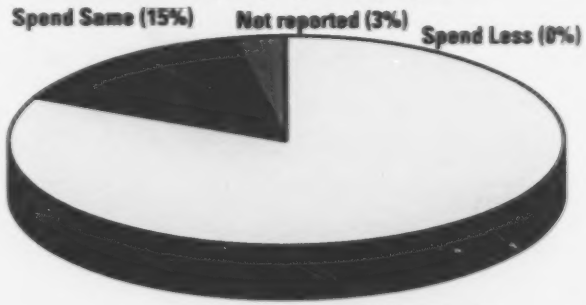


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



[55] *Analysis based on a total of 89 questionnaires that were received from Nebraska program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs

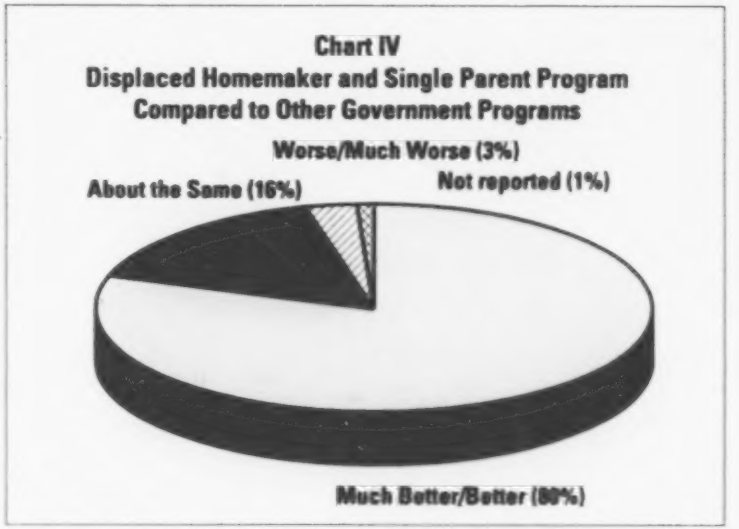


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (3%)
About the Same (16%)
Not reported (1%)
Much Better/Better (80%)

Seventy-nine percent of the customers from Nebraska reported having participated in other government programs. Of those, 53% had experience with Unemployment or Job Services, 39% had participated in a JTPA program, and 71% had received Welfare Services (Chart III).[56]

Of those who had experience with other government programs, **80% rated the displaced homemaker or single parent program as Much Better or Better.** Sixteen percent rated it About the Same, and 3% rated it as Worse or Much Worse (Chart IV).

[56] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 70 customers who had participated in other government programs.*

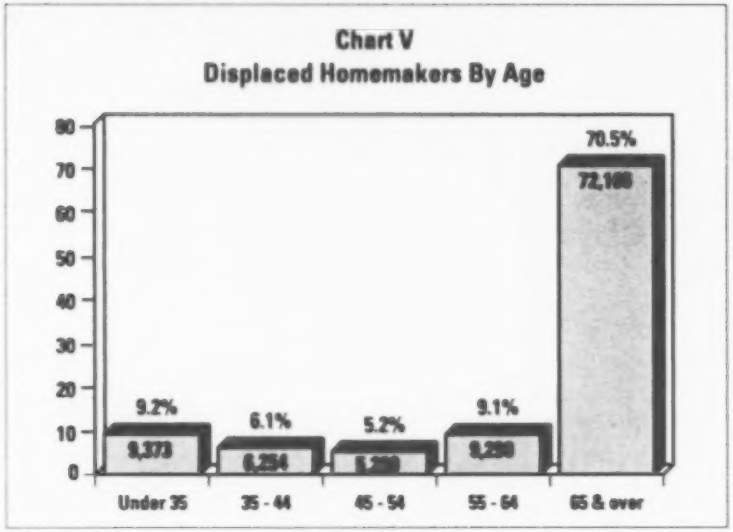
Nebraska's Customers Rate Program Services

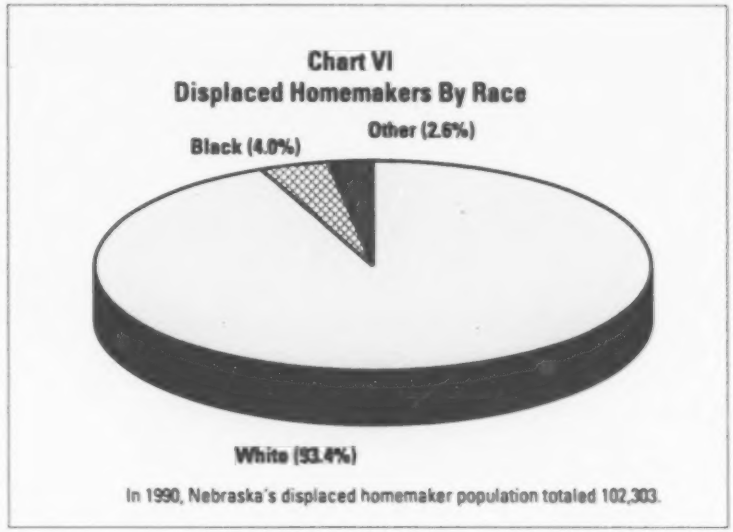
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[57]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Women with Similar Experiences	81%	17%	2%
Personal Attention	80%	12%	8%
Support Group	78%	17%	5%
Self-Esteem/Self Confidence	77%	22%	2%
Personal Counseling	71%	23%	6%
CAREER EXPLORATION			
Getting/Staying on Track with Goals	65%	25%	11%
Help Identifying Career Goals	60%	28%	13%
Career Counseling	57%	28%	15%
Exposure to Non-Traditional	55%	31%	14%
JOB TRAINING AND PLACEMENT*			
Skills Training	63%	23%	14%
Information About Job Openings	54%	23%	23%
Help Finding a Job	44%	29%	27%
SUPPORT SERVICES			
Help with Tuition	83%	11%	6%
Child Care**	75%	15%	10%
Transportation**	70%	15%	15%
Adult Dependent Care**	52%	29%	19%

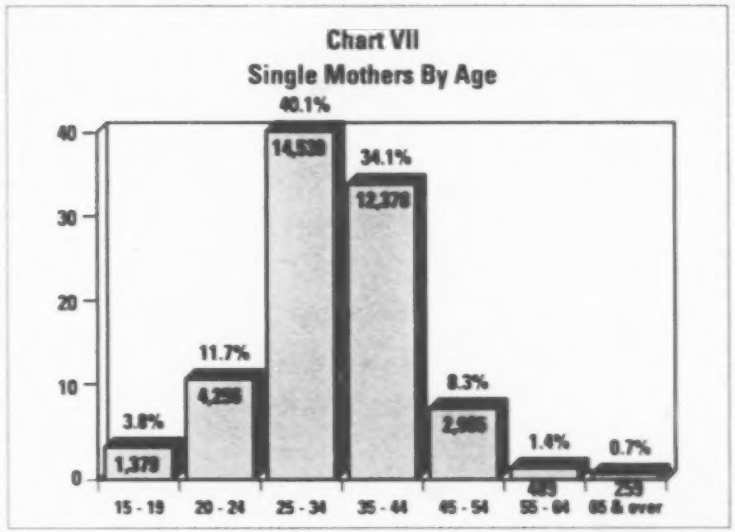
* *See explanation on page 7.*
***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[57] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

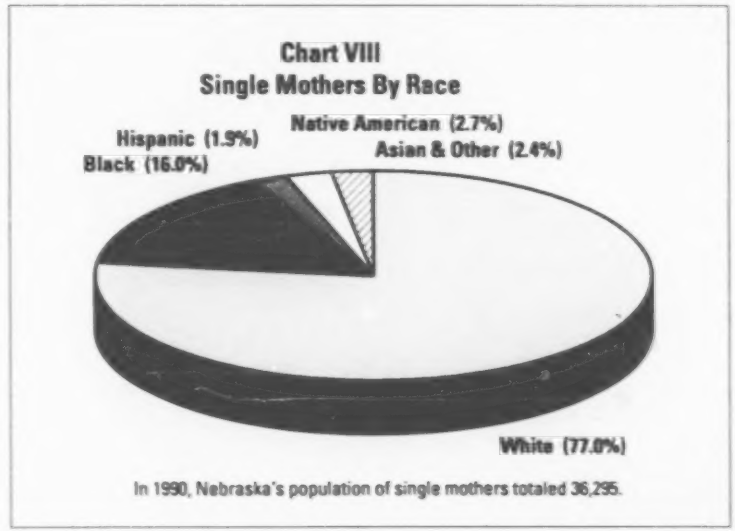
Nebraska Displaced Homemakers and Single Parents by Age and Race*





In 1990, Nebraska's displaced homemaker population totaled 102,303.





In 1990, Nebraska's population of single mothers totaled 36,295.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

NEVADA

81% of Customers Rate Program Excellent or Very Good

Nevada Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **81% of customers from Nevada rated programs as Excellent or Very Good.** Eleven percent rated the programs as Good, and only 6% as Fair or Poor (Chart I).[58]

Nevada displaced homemaker and single parent programs come highly recommended. **Ninety-five percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-seven percent of the customers responding from Nevada believed the program to be a good use of tax dollars, and 84% felt that more money should be spent on the programs. Eleven percent indicated the same amount should be spent, and none felt less should be spent (Chart II).

Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

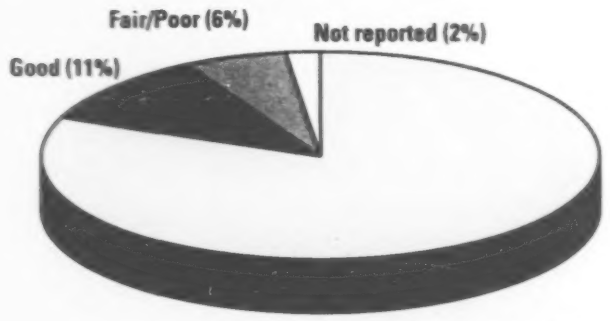
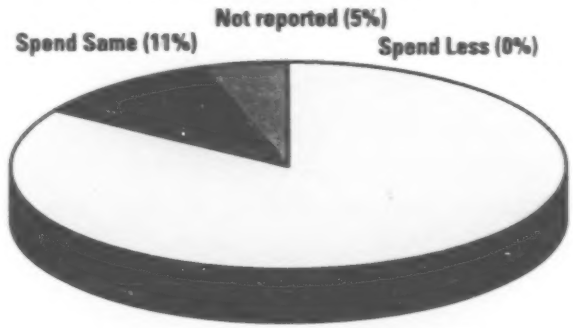
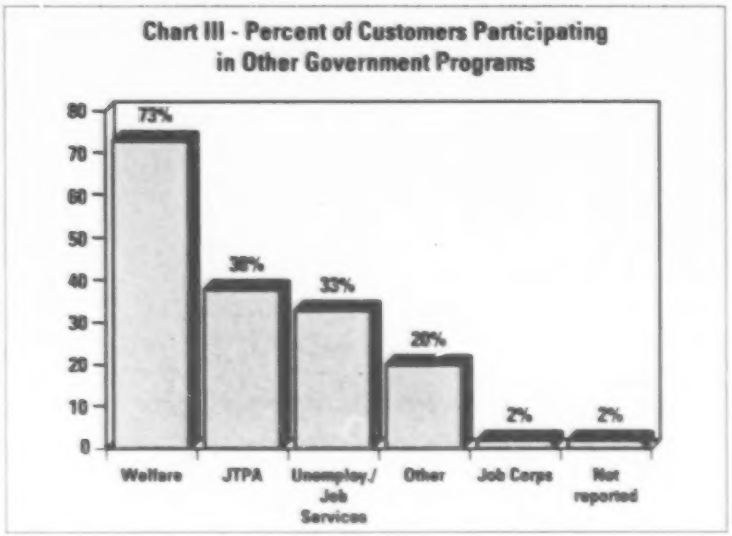


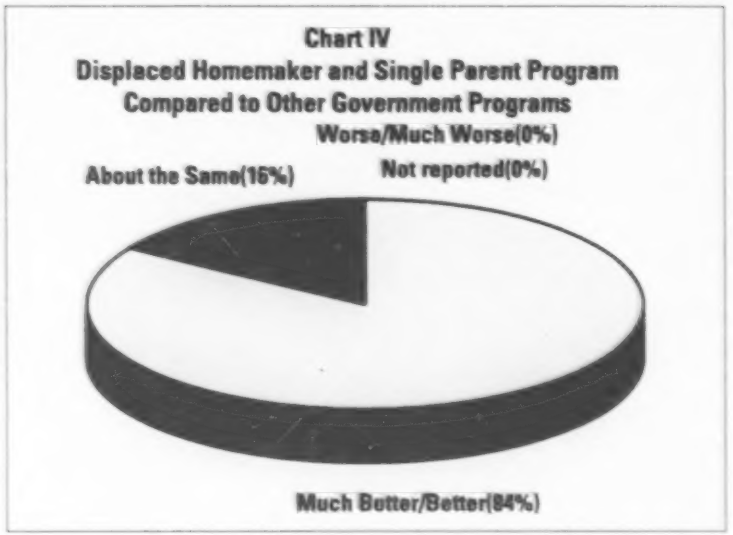
Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



[58] *Analysis based on a total of 65 questionnaires that were received from Nevada program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs





Sixty-nine percent of the customers from Nevada reported having participated in other government programs. Of those, 33% had experience with Unemployment or Job Services, 38% had participated in a JTPA program, and 73% had received Welfare Services (Chart III).[59]

Of those who had experience with other government programs, **84% rated the displaced homemaker or single parent program as Much Better or Better.** Sixteen percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[59] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 45 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

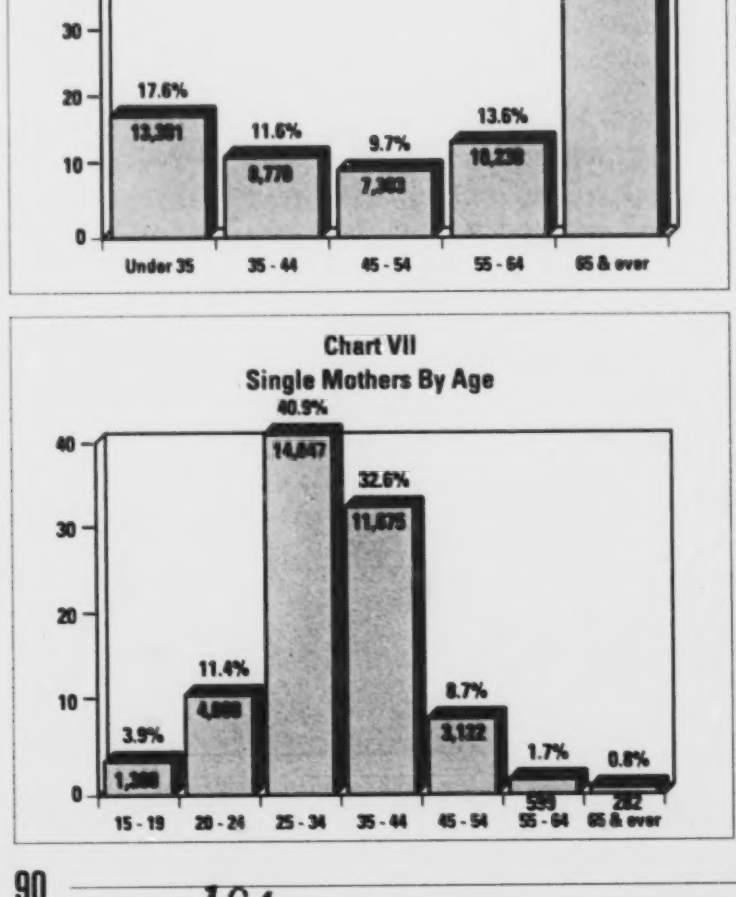
Nevada's Customers Rate Program Services

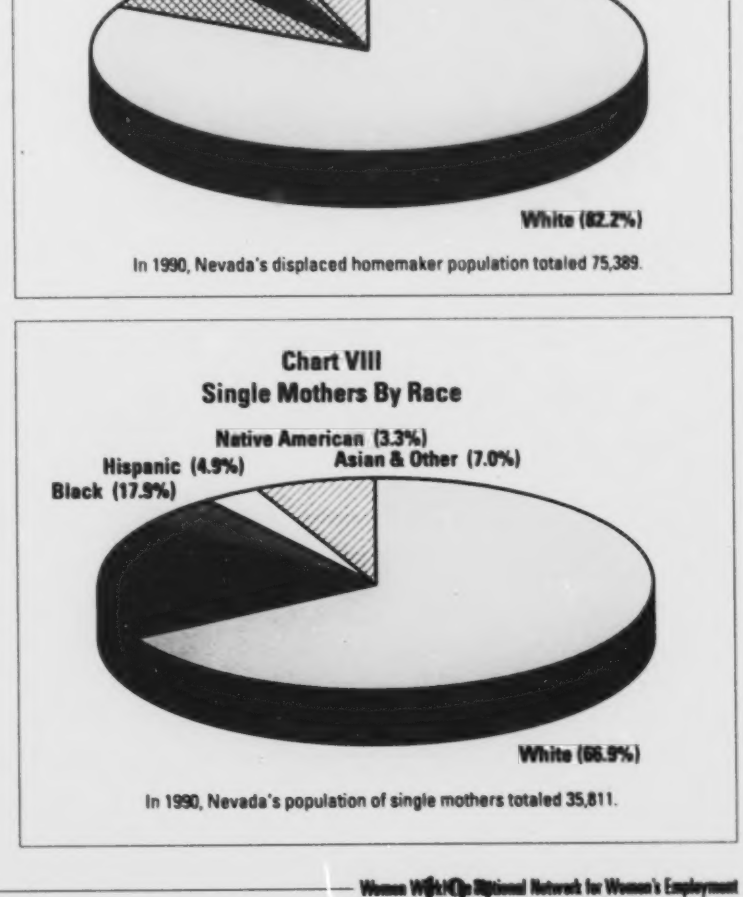
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[80]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Personal Attention	81%	11%	8%
Personal Counseling	80%	13%	7%
Self-Esteem/Self Confidence	79%	15%	7%
Women with Similar Experiences	75%	15%	10%
Support Group	73%	16%	11%
CAREER EXPLORATION			
Career Counseling	73%	16%	11%
Help Identifying Career Goals	72%	17%	11%
Getting/Staying on Track with Goals	57%	23%	20%
Exposure to Non-Traditional	50%	27%	23%
JOB TRAINING AND PLACEMENT*			
Skills Training	74%	14%	12%
Information About Job Openings	52%	27%	21%
Help Finding a Job**	36%	28%	36%
SUPPORT SERVICES			
Help with Tuition	82%	11%	7%
Child Care**	70%	13%	17%
Adult Dependent Care**	70%	4%	26%
Transportation**	67%	16%	16%

* See explanation on page 7.
**Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.
[80] Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.

Nevada Displaced Homemakers and Single Parents by Age and Race*





In 1990, Nevada's displaced homemaker population totaled 75,389.

In 1990, Nevada's population of single mothers totaled 35,811.

*Source: *Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States*

NEW JERSEY

89% of Customers Rate Program Excellent or Very Good

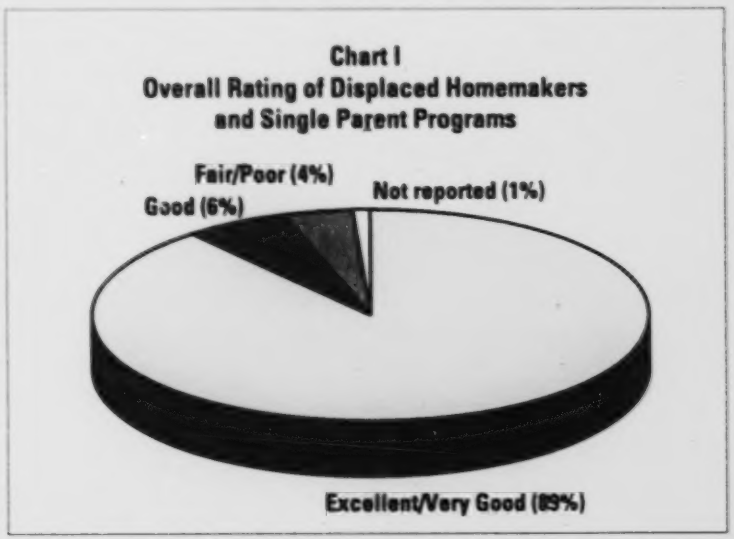
New Jersey Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **89% of customers from New Jersey rated programs as Excellent or Very Good.** Six percent rated the programs as Good, and only 4% as Fair or Poor (Chart I).[61]

New Jersey displaced homemaker and single parent programs come highly recommended. **Ninety-seven percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-seven percent of the customers responding from New Jersey believed the program to be a good use of tax dollars, and 78% felt that more money should be spent on the programs. Fourteen percent indicated the same amount should be spent, and less than 1% felt less should be spent (Chart II).



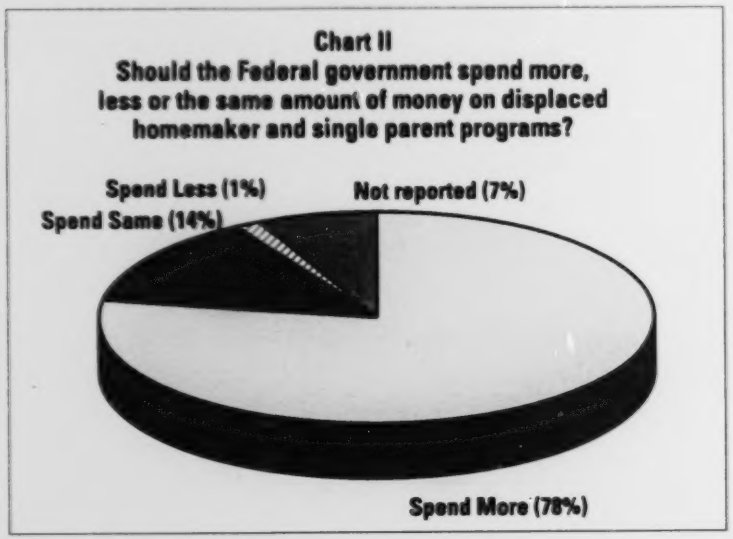
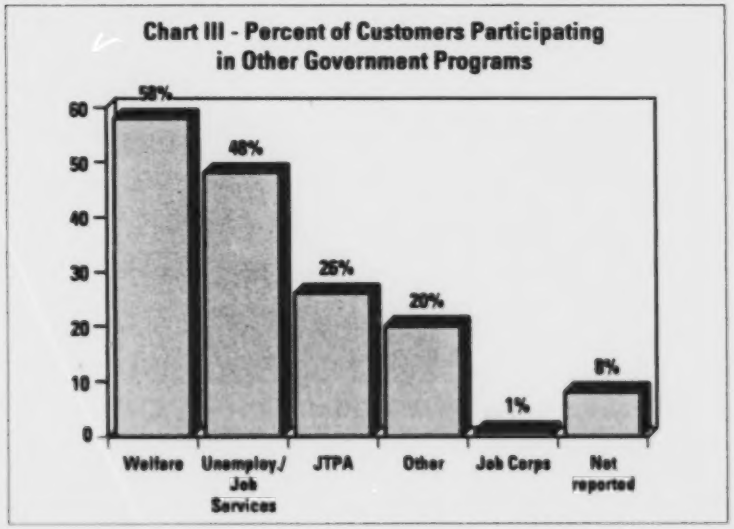


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Spend Less (1%)
Spend Same (14%)
Not reported (7%)
Spend More (78%)

[61] *Analysis based on a total of 161 questionnaires that were received from New Jersey program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



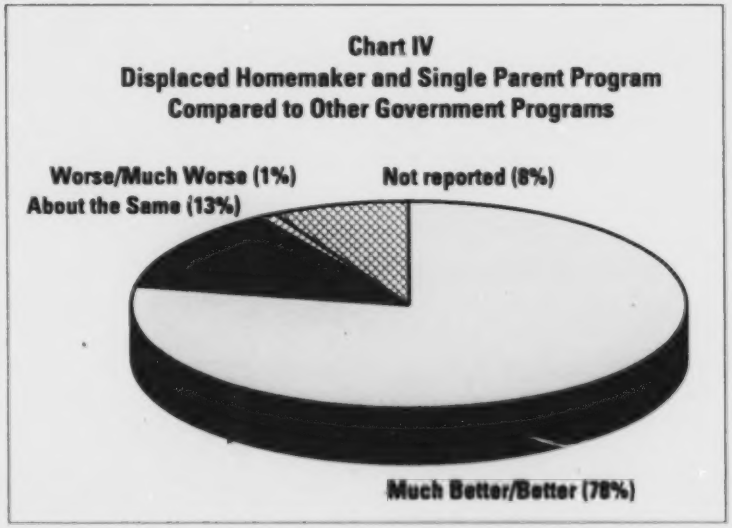


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (1%)
About the Same (13%)
Not reported (8%)
Much Better/Better (78%)

Fifty-six percent of the customers from New Jersey reported having participated in other government programs. Of those, 48% had experience with Unemployment or Job Services, 26% had participated in a JTPA program, and 58% had received Welfare Services (Chart III).[62]

Of those who had experience with other government programs, **78% rated the displaced homemaker or single parent program as Much Better or Better.** Thirteen percent rated it About the Same, and only 1% rated it as Worse or Much Worse (Chart IV).

[62] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 90 customers who had participated in other government programs.*

New Jersey's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[63]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	87%	9%	5%
Personal Attention	81%	13%	6%
Women with Similar Experiences	80%	16%	4%
Personal Counseling	78%	16%	7%
Support Group	73%	22%	5%
CAREER EXPLORATION			
Help Identifying Career Goals	72%	21%	7%
Getting/Staying on Track with Goals	69%	20%	10%
Career Counseling	66%	27%	7%
Exposure to Non-Traditional	59%	28%	13%
JOB TRAINING AND PLACEMENT*			
Skills Training	72%	19%	9%
Information About Job Openings	58%	23%	20%
Help Finding a Job	55%	25%	21%
SUPPORT SERVICES			
Transportation**	76%	13%	11%
Help with Tuition	74%	10%	15%
Child Care	72%	8%	20%
Adult Dependent Care**	52%	14%	33%

** See explanation on page 7.*

***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*

[63] Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.

New Jersey Displaced Homemakers and Single Parents by Age and Race*

Chart V
Displaced Homemakers By Age

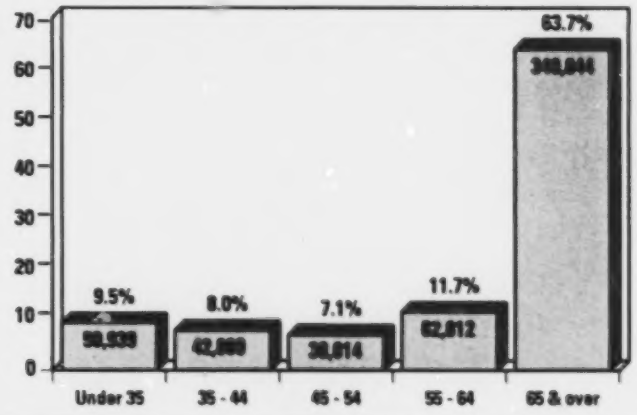
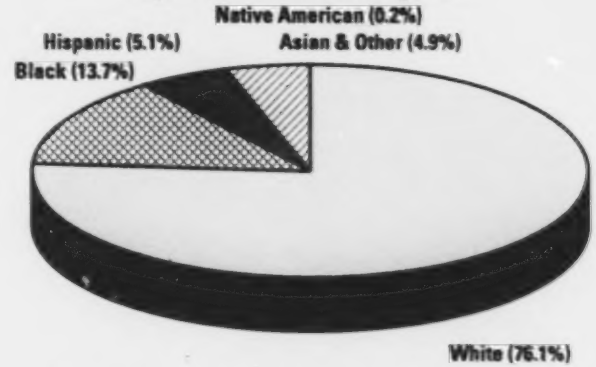


Chart VI
Displaced Homemakers By Race



In 1990, New Jersey's displaced homemaker population totaled 535,498.

Chart VII
Single Mothers By Age

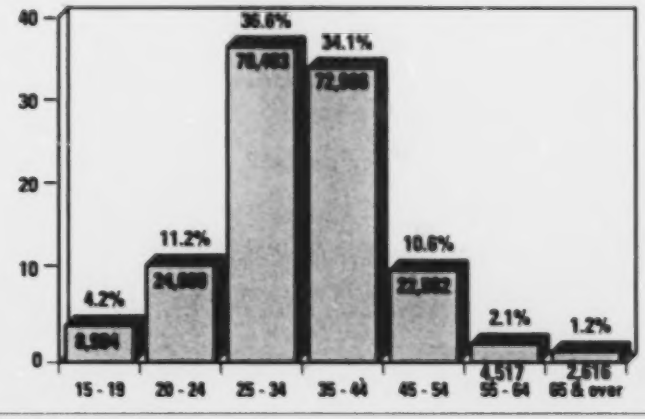
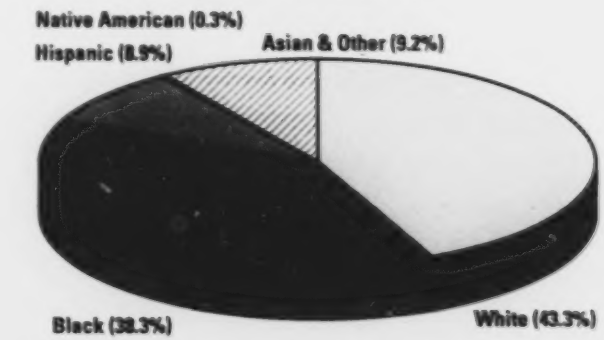


Chart VIII
Single Mothers By Race



In 1990, New Jersey's population of single mothers totaled 214,148.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

NEW MEXICO

82% of Customers Rate Program Excellent or Very Good

New Mexico Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **82% of customers from New Mexico rated programs as Excellent or Very Good.** Eleven percent rated the programs as Good, and only 2% as Fair or Poor (Chart I).[64]

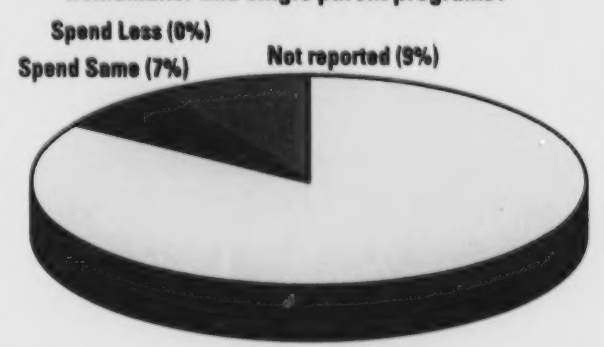
New Mexico displaced homemaker and single parent programs come highly recommended. **Ninety-eight percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-eight percent of the customers responding from New Mexico believed the program to be a good use of tax dollars, and 84% felt that more money should be spent on the programs. Seven percent indicated the same amount should be spent, and none felt less should be spent (Chart II).

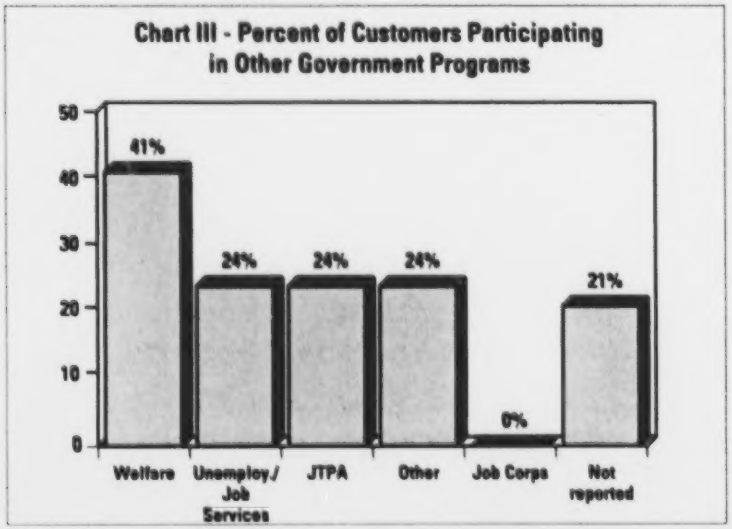
Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



[64] *Analysis based on a total of 44 questionnaires that were received from New Mexico program participants. Small sample size (n<50) suggests caution should be used in interpreting these data.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



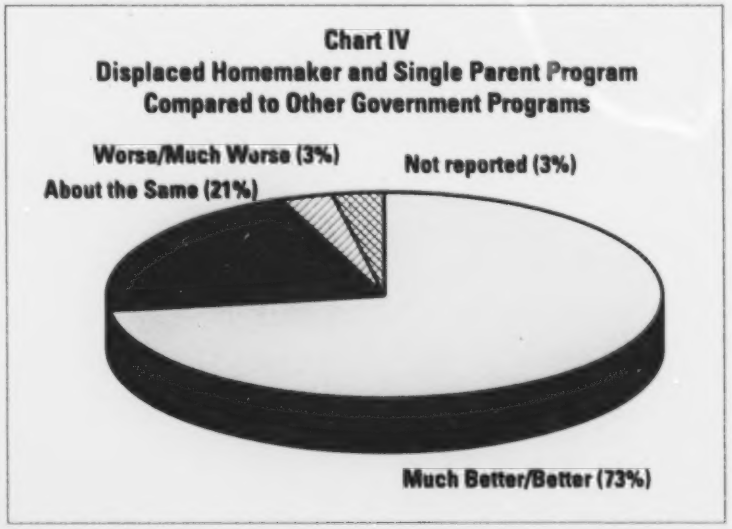


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (3%)
Not reported (3%)
About the Same (21%)
Much Better/Better (73%)

Sixty-six percent of the customers from New Mexico reported having participated in other government programs. Of those, 24% had experience with Unemployment or Job Services, 24% had participated in a JTPA program, and 41% had received Welfare Services (Chart III).[65]

Of those who had experience with other government programs, **73% rated the displaced homemaker or single parent program as Much Better or Better.** Twenty-one percent rated it About the Same, and only 3% rated it as Worse or Much Worse (Chart IV).

[65] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 29 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

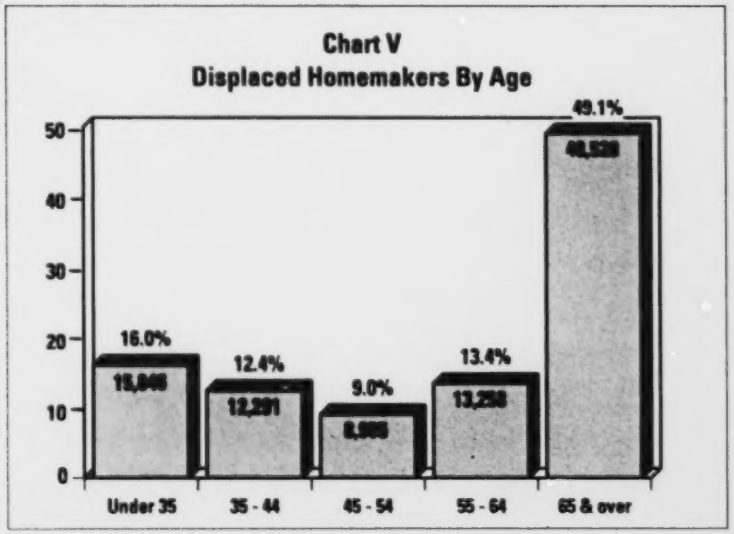
New Mexico's Customers Rate Program Services

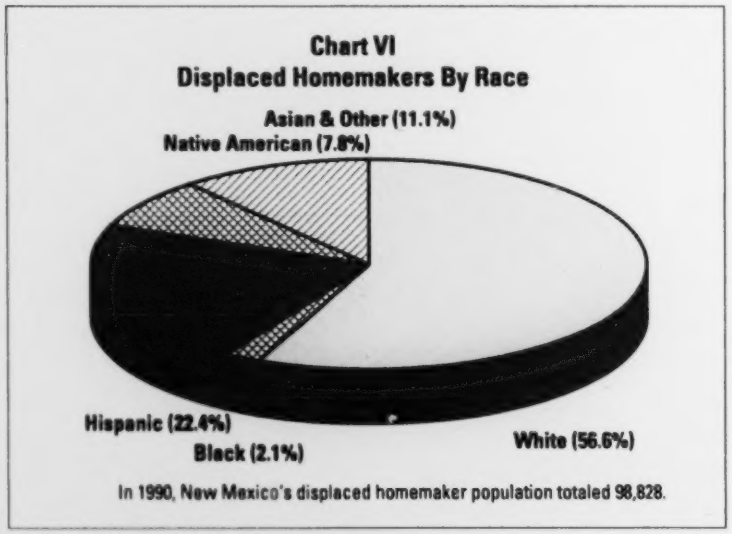
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[66]

*Program Element***	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	88%	12%	0%
Personal Counseling	85%	13%	3%
Women with Similar Experiences	81%	19%	0%
Personal Attention	79%	16%	5%
Support Group	71%	21%	8%
CAREER EXPLORATION			
Help Identifying Career Goals	73%	19%	8%
Getting/Staying on Track with Goals	69%	26%	5%
Career Counseling	66%	26%	9%
Exposure to Non-Traditional	57%	35%	8%
JOB TRAINING AND PLACEMENT*			
Information About Job Openings	62%	24%	15%
Skills Training	59%	32%	9%
Help Finding a Job	54%	36%	11%
SUPPORT SERVICES			
Child Care	86%	7%	7%
Help with Tuition	85%	12%	3%
Transportation	71%	12%	18%
Adult Dependent Care	68%	23%	9%

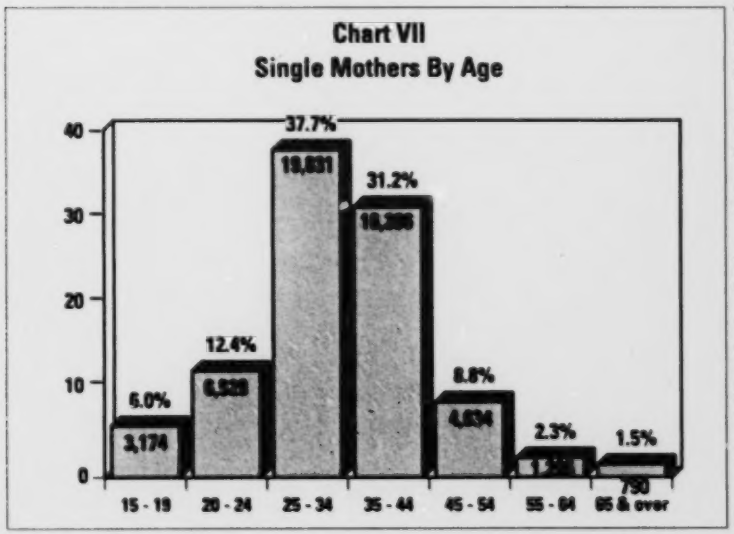
** See explanation on page 7.*
***Note: Small sample size (n<50) suggests caution should be used in interpreting these data.*
*** Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

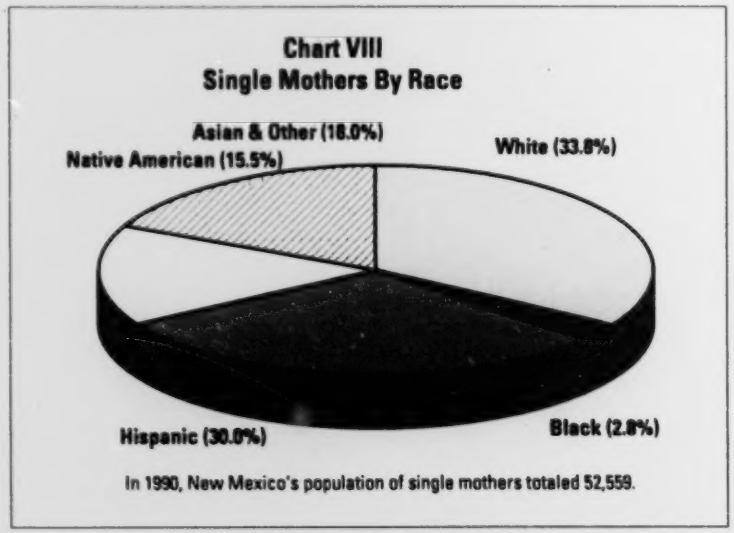
New Mexico Displaced Homemakers and Single Parents by Age and Race*





In 1990, New Mexico's displaced homemaker population totaled 98,828.





In 1990, New Mexico's population of single mothers totaled 52,559.

Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

NEW YORK

79% of Customers Rate Program Excellent or Very Good

New York Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **79% of customers from New York rated programs as Excellent or Very Good.** Fourteen percent rated the programs as Good, and only 5% as Fair or Poor (Chart I).[67]

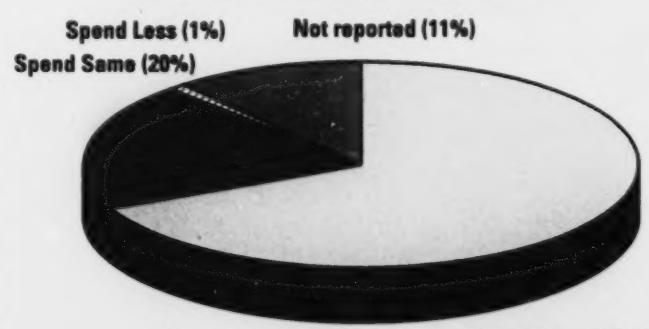
New York displaced homemaker and single parent programs come highly recommended. **Ninety-two percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-five percent of the customers responding from New York believed the program to be a good use of tax dollars, and 68% felt that more money should be spent on the programs. Twenty percent indicated the same amount should be spent, and less than 1% felt less should be spent (Chart II).

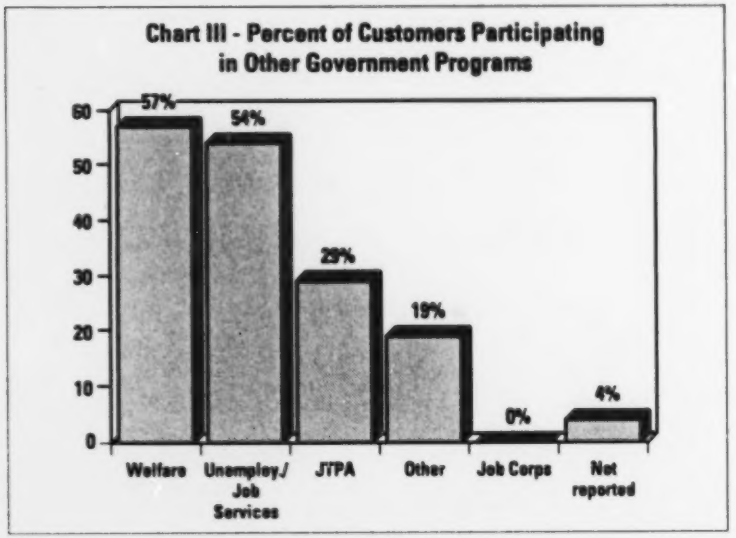
Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



[67] *Analysis based on a total of 131 questionnaires that were received from New York program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



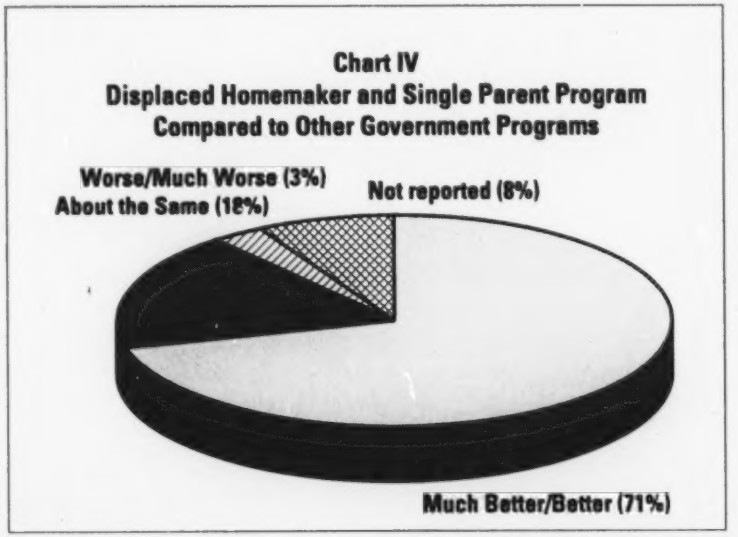


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (3%)
About the Same (18%)
Not reported (8%)
Much Better/Better (71%)

Fifty-five percent of the customers from New York reported having participated in other government programs. Of those, 54% had experience with Unemployment or Job Services, 29% had participated in a JTPA program, and 57% had received Welfare Services (Chart III).[68]

Of those who had experience with other government programs, **71% rated the displaced homemaker or single parent program as Much Better or Better.** Eighteen percent rated it About the Same, and only 3% rated it as Worse or Much Worse (Chart IV).

[68] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 72 customers who had participated in other government programs.*

New York's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[69]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	77%	14%	9%
Support Group	74%	16%	10%
Personal Attention	72%	15%	13%
Women with Similar Experiences	66%	27%	7%
Personal Counseling	65%	22%	13%
CAREER EXPLORATION			
Help Identifying Career Goals	64%	26%	10%
Career Counseling	63%	23%	14%
Getting/Staying on Track with Goals	50%	26%	25%
Exposure to Non-Traditional	50%	30%	20%
JOB TRAINING AND PLACEMENT*			
Skills Training	53%	26%	21%
Information About Job Openings	43%	26%	31%
Help Finding a Job	32%	27%	41%
SUPPORT SERVICES			
Child Care	72%	11%	17%
Transportation	64%	24%	12%
Help with Tuition	61%	20%	20%
Adult Dependent Care**	49%	30%	21%

* *See explanation on page 7.*
** *Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[69] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

New York Displaced Homemakers and Single Parents by Age and Race*

Chart V
Displaced Homemakers By Age

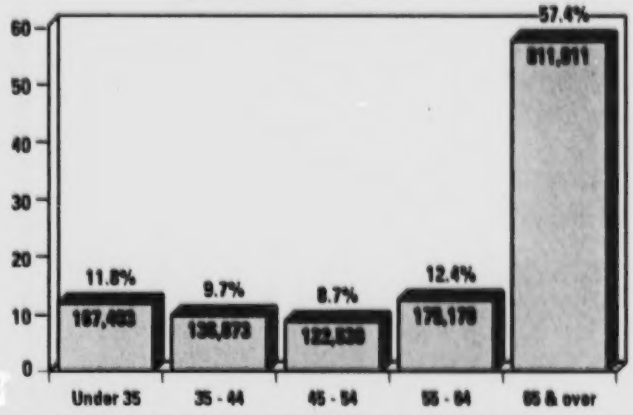
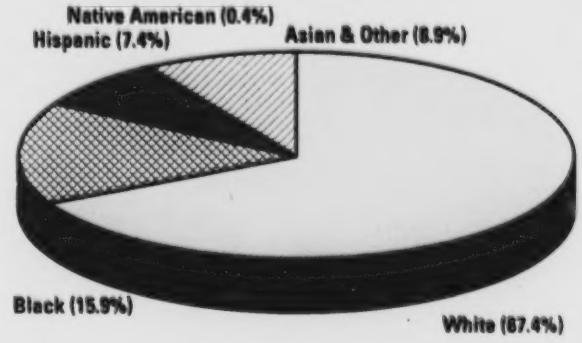


Chart VI
Displaced Homemakers By Race



In 1990, New York's displaced homemaker population totaled 1,413,896.

Chart VII
Single Mothers By Age

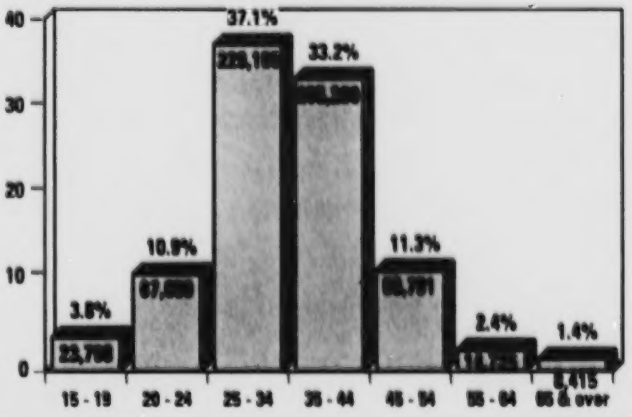
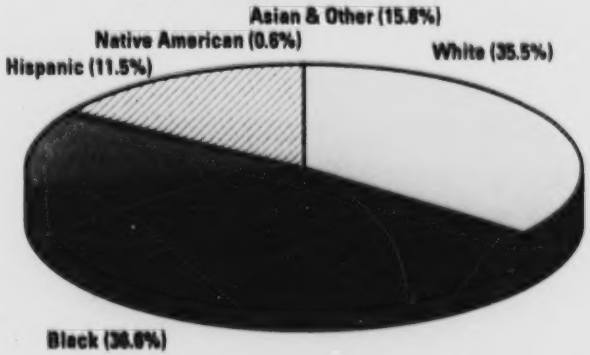


Chart VIII
Single Mothers By Race



In 1990, New York's population of single mothers totaled 618,177.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

NORTH DAKOTA

86% of Customers Rate Program Excellent or Very Good

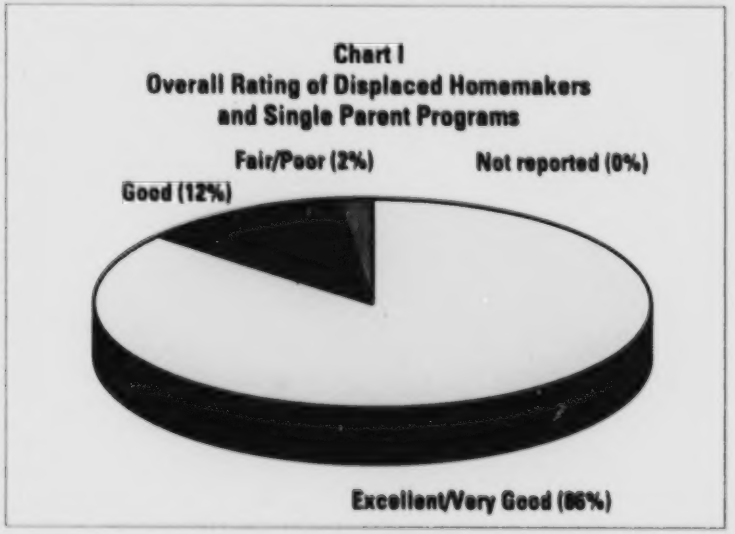
North Dakota Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **86% of customers from North Dakota rated programs as Excellent or Very Good.** Twelve percent rated the programs as Good, and only 2% as Fair or Poor (Chart I).[70]

North Dakota displaced homemaker and single parent programs come highly recommended. **One hundred percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-six percent of the customers responding from North Dakota believed the program to be a good use of tax dollars, and 72% felt that more money should be spent on the programs. Eighteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



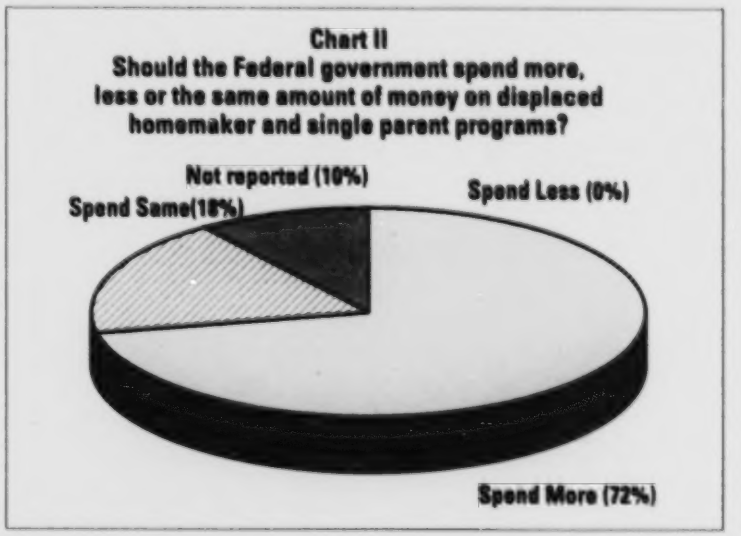
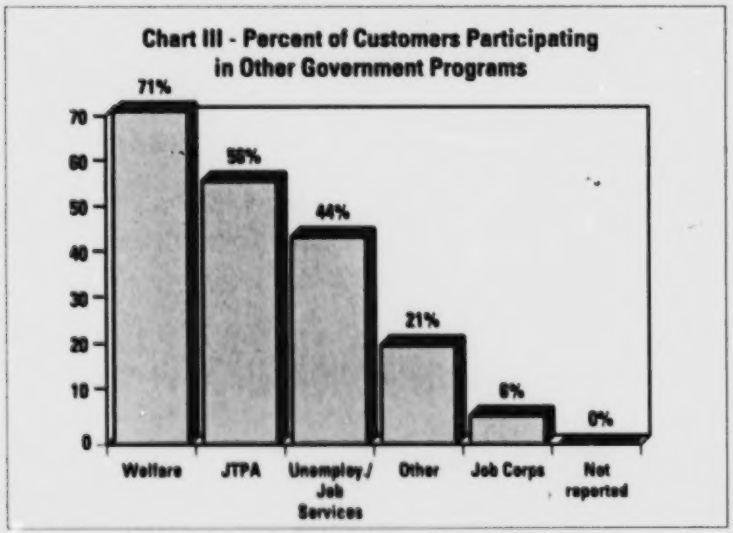


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (10%)
Spend Less (0%)
Spend Same(18%)
Spend More (72%)

[70] *Analysis based on a total of 49 questionnaires that were received from North Dakota's program participants. Small sample size (n<50) suggests caution should be used in interpreting this data.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



Sixty-nine percent of the customers from North Dakota reported having participated in other government programs. Of those, 44% had experience with Unemployment or Job Services, 56% had participated in a JTPA program, and 71% had received Welfare Services (Chart III).[71]

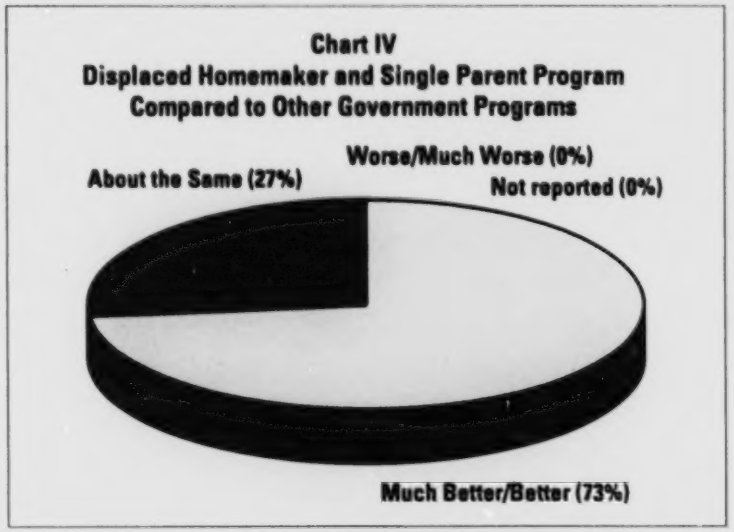


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (0%)
About the Same (27%)
Not reported (0%)
Much Better/Better (73%)

Of those who had experience with other government programs, **73% rated the displaced homemaker or single parent program as Much Better or Better.** Twenty-seven percent rated it About the Same, and only none rated it as Worse or Much Worse (Chart IV).

[71] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 34 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

North Dakota's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[72]

*Program Element***	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Personal Attention	85%	13%	2%
Self-Esteem/Self Confidence	77%	19%	4%
Women with Similar Experiences	77%	19%	4%
Support Group	67%	24%	9%
Personal Counseling	60%	23%	17%
CAREER EXPLORATION			
Help Identifying Career Goals	78%	16%	6%
Getting/Staying on Track with Goals	73%	16%	11%
Exposure to Non-Traditional	72%	15%	13%
Career Counseling	67%	25%	8%
JOB TRAINING AND PLACEMENT*			
Skills Training	75%	21%	4%
Information About Job Openings	57%	27%	16%
Help Finding a Job	47%	32%	21%
SUPPORT SERVICES			
Help with Tuition	84%	5%	11%
Child Care	76%	15%	9%
Transportation	73%	14%	14%
Adult Dependent Care	53%	24%	24%

* *See explanation on page 7.*
** *Note: Small sample size (n<50) suggests caution should be used in interpreting these data.*
[72] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

North Dakota Homemakers and Single Parents by Age and Race*

Chart V
Displaced Homemakers By Age

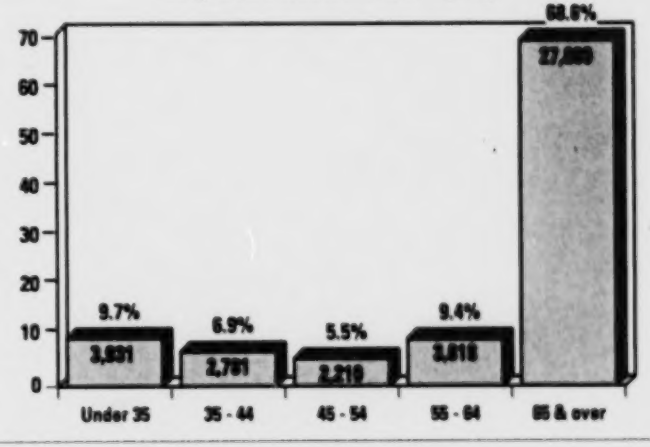
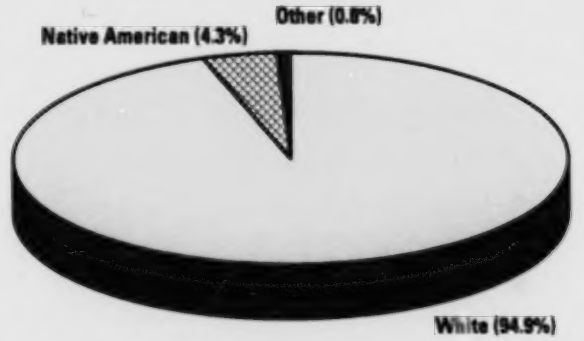


Chart VI
Displaced Homemakers By Race



In 1990, North Dakota's displaced homemaker population totaled 40,540.

Chart VII
Single Mothers By Age

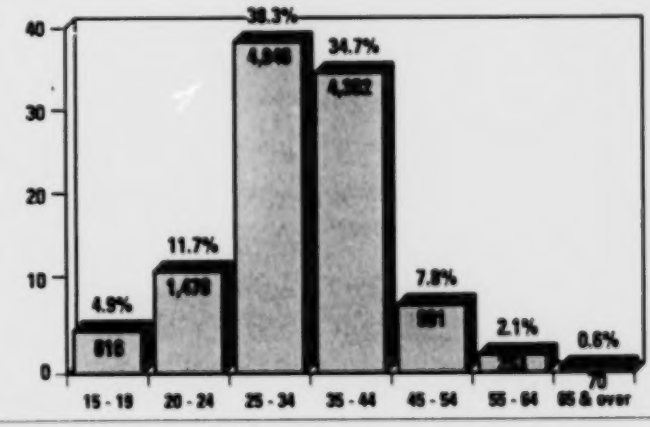
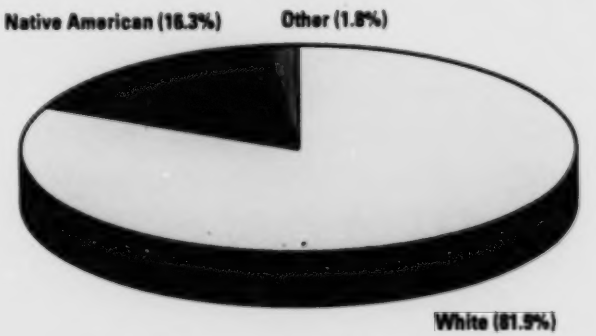


Chart VIII
Single Mothers By Race



In 1990, North Dakota's population of single mothers totaled 12,646.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

OHIO

88% of Customers Rate Program Excellent or Very Good

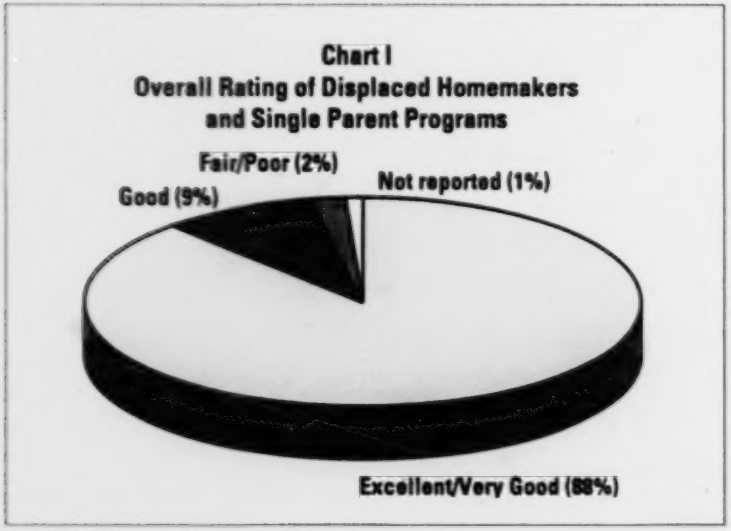
Ohio Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **88% of customers from Ohio rated programs as Excellent or Very Good.** Nine percent rated the programs as Good, and only 2% as Fair or Poor (Chart I).[73]

Ohio displaced homemaker and single parent programs come highly recommended. **Ninety-six percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-eight percent of the customers responding from Ohio believed the program to be a good use of tax dollars, and 70% felt that more money should be spent on the programs. Eighteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



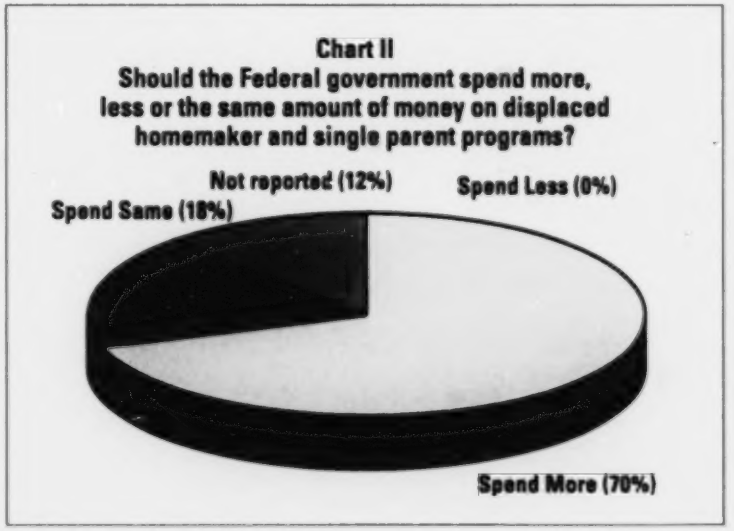
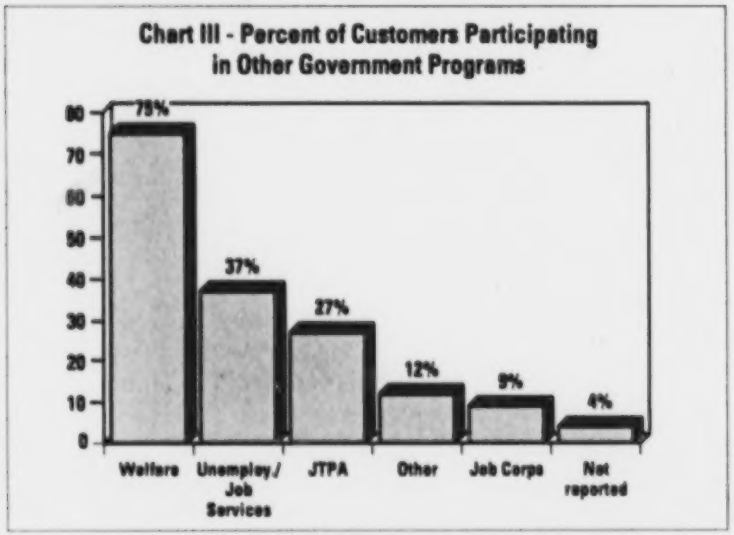


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (12%)
Spend Less (0%)
Spend Same (18%)
Spend More (70%)

[73] *Analysis based on a total of 248 questionnaires that were received from Ohio program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



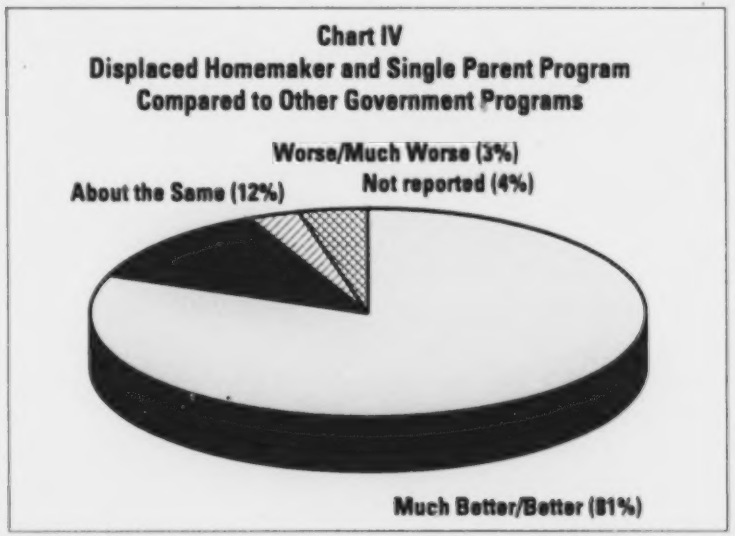


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (3%)
Not reported (4%)
About the Same (12%)
Much Better/Better (81%)

Sixty-five percent of the customers from Ohio reported having participated in other government programs. Of those, 37% had experience with Unemployment or Job Services, 27% had participated in a JTPA program, and 75% had received Welfare Services (Chart III).[74]

Of those who had experience with other government programs, **81% rated the displaced homemaker or single parent program as Much Better or Better.** Twelve percent rated it About the Same, and only 3% rated it as Worse or Much Worse (Chart IV).

[74] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 161 customers who had participated in other government programs.*

Ohio's Customers Rate Program Services

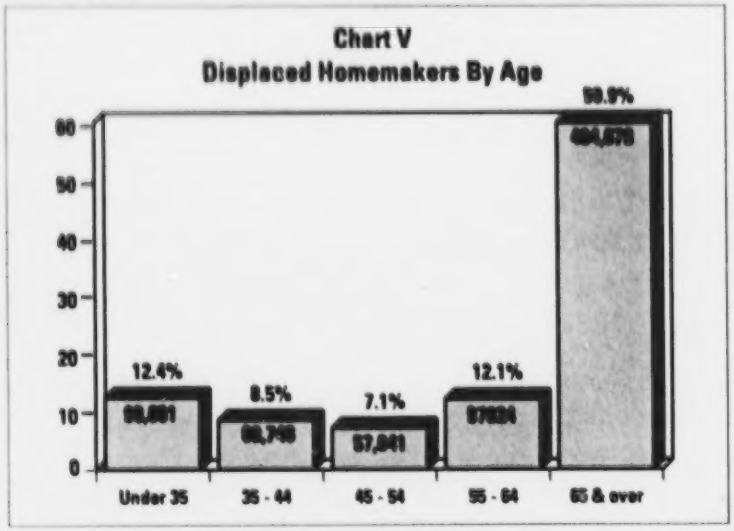
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[75]

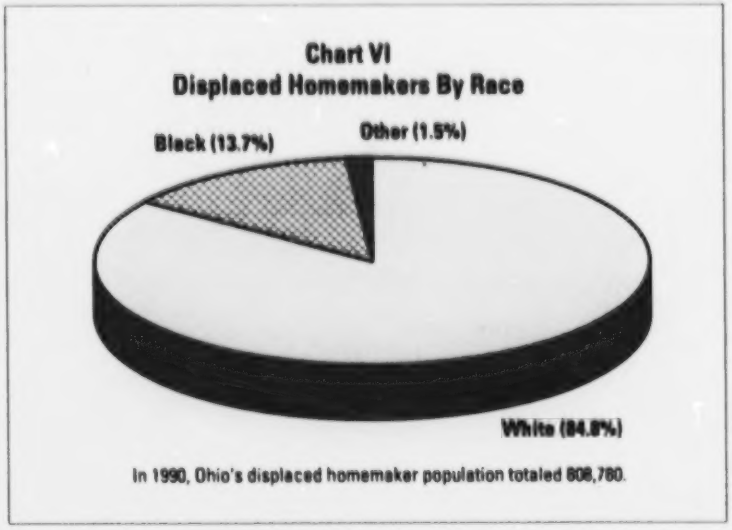
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	84%	13%	3%
Support Group	81%	14%	6%
Women with Similar Experiences	79%	18%	3%
Personal Attention	78%	14%	8%
Personal Counseling	77%	14%	9%
CAREER EXPLORATION			
Help Identifying Career Goals	77%	15%	8%
Getting/Staying on Track with Goals	70%	20%	10%
Career Counseling	69%	20%	11%
Exposure to Non-Traditional	65%	22%	14%
JOB TRAINING AND PLACEMENT*			
Information About Job Openings	66%	22%	13%
Skills Training	61%	25%	14%
Help Finding a Job	57%	25%	18%
SUPPORT SERVICES			
Help with Tuition	80%	13%	7%
Transportation	80%	12%	8%
Child Care	77%	13%	10%
Adult Dependent Care	71%	17%	12%

* *See explanation on page 7.*

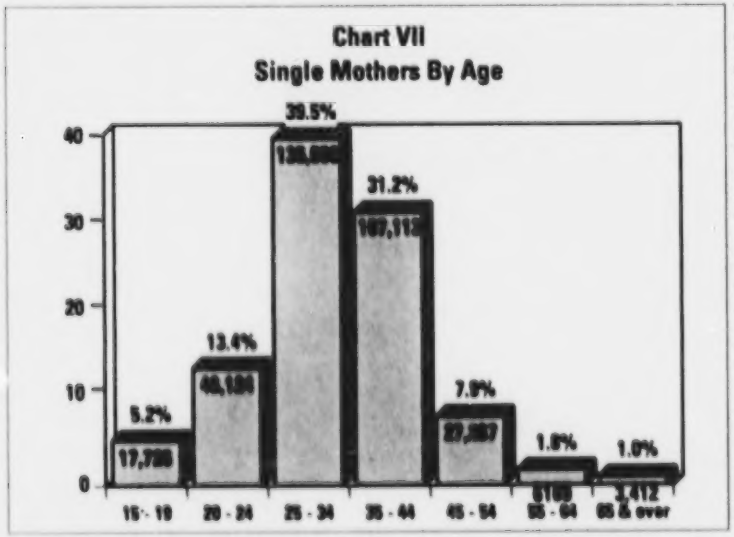
[75] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

Ohio Displaced Homemakers and Single Parents by Age and Race*

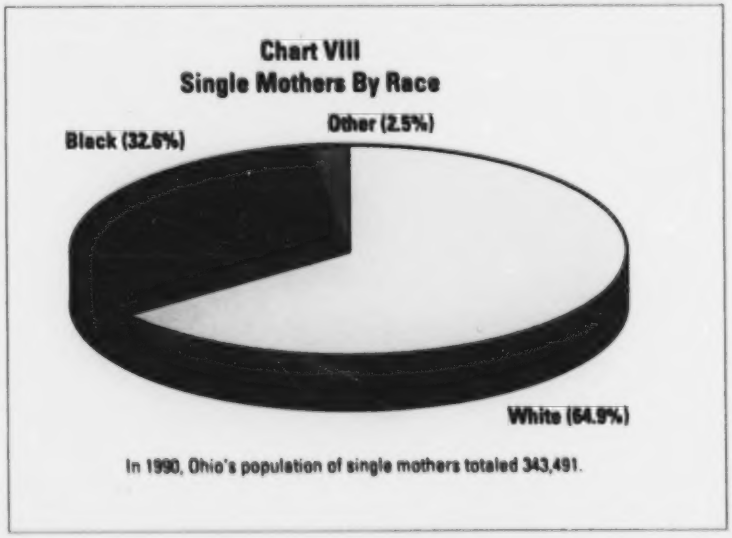




In 1990, Ohio's displaced homemaker population totaled 808,780.



*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States



In 1990, Ohio's population of single mothers totaled 343,491.

OKLAHOMA

83% of Customers Rate Program Excellent or Very Good

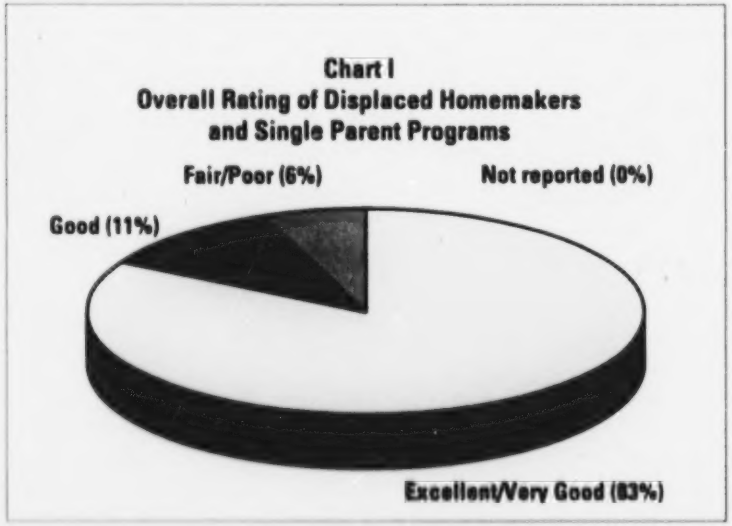
Oklahoma Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **83% of customers from Oklahoma rated programs as Excellent or Very Good.** Eleven percent rated the programs as Good, and only 6% as Fair or Poor (Chart I).[76]

Oklahoma displaced homemaker and single parent programs come highly recommended. **Ninety-four percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-six percent of the customers responding from Oklahoma believed the program to be a good use of tax dollars, and 73% felt that more money should be spent on the programs. Fifteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



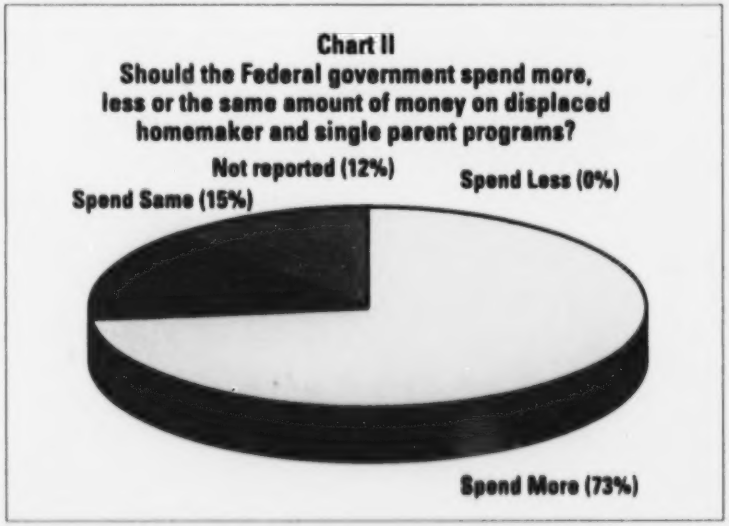
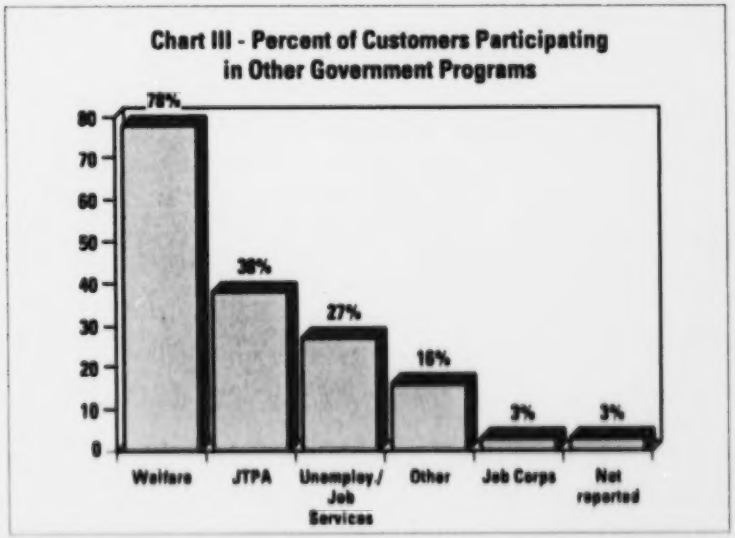


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (12%)
Spend Less (0%)
Spend Same (15%)
Spend More (73%)

[76] *Analysis based on a total of 95 questionnaires that were received from Oklahoma program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



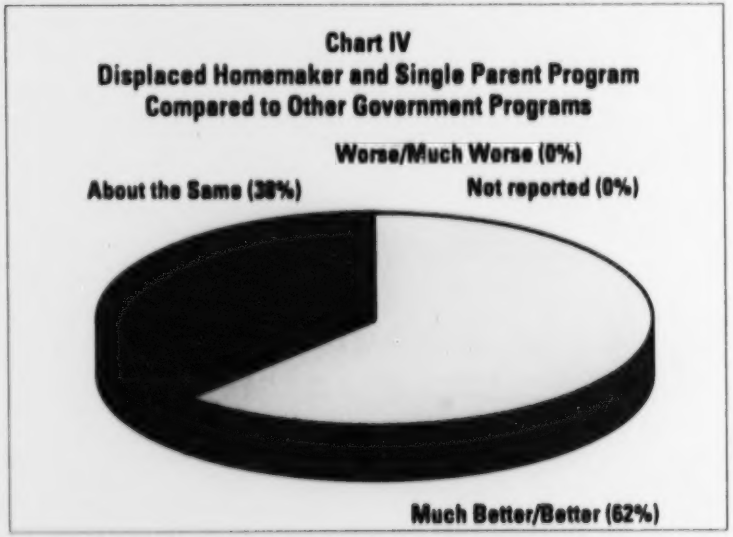


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (0%)
About the Same (38%)
Not reported (0%)
Much Better/Better (62%)

Sixty-six percent of the customers from Oklahoma reported having participated in other government programs. Of those, 27% had experience with Unemployment or Job Services, 38% had participated in a JTPA program, and 78% had received Welfare Services (Chart III).[77]

Of those who had experience with other government programs, **62% rated the displaced homemaker or single parent program as Much Better or Better.** Thirty-eight percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[77] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 63 customers who had participated in other government programs.*

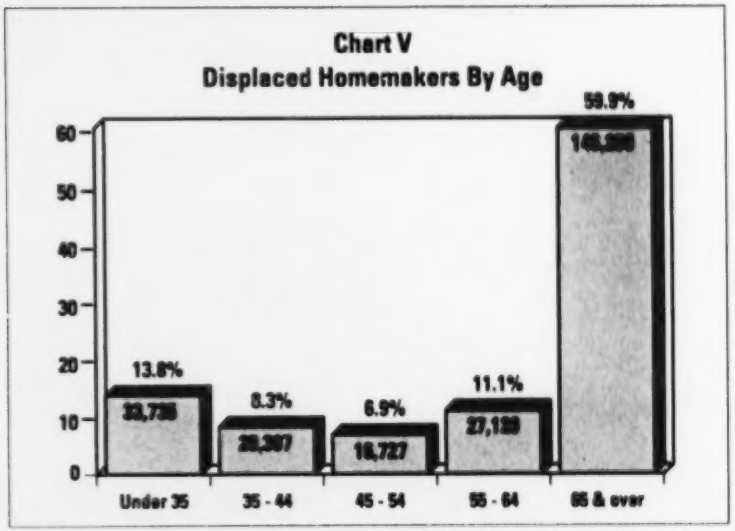
Oklahoma's Customers Rate Program Services

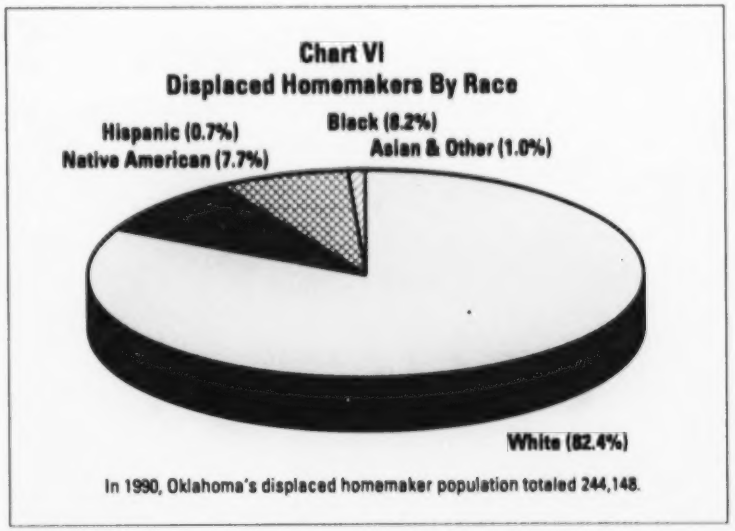
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[78]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	77%	16%	7%
Women with Similar Experiences	76%	16%	8%
Support Group	73%	16%	11%
Personal Counseling	73%	13%	14%
Personal Attention	70%	13%	17%
CAREER EXPLORATION			
Help Identifying Career Goals	68%	15%	17%
Career Counseling	65%	17%	18%
Getting/Staying on Track with Goals	61%	16%	23%
Exposure to Non-Traditional	54%	20%	25%
JOB TRAINING AND PLACEMENT*			
Skills Training	73%	19%	8%
Help Finding a Job	63%	11%	26%
Information About Job Openings	59%	17%	24%
SUPPORT SERVICES			
Child Care**	73%	16%	11%
Adult Dependent Care**	71%	11%	17%
Help with Tuition	71%	16%	13%
Transportation	68%	19%	13%

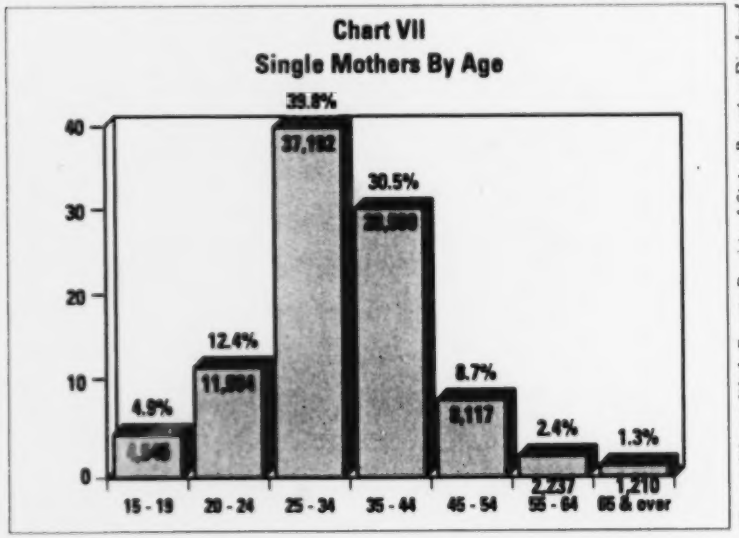
** See explanation on page 7.*
***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[78] Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.

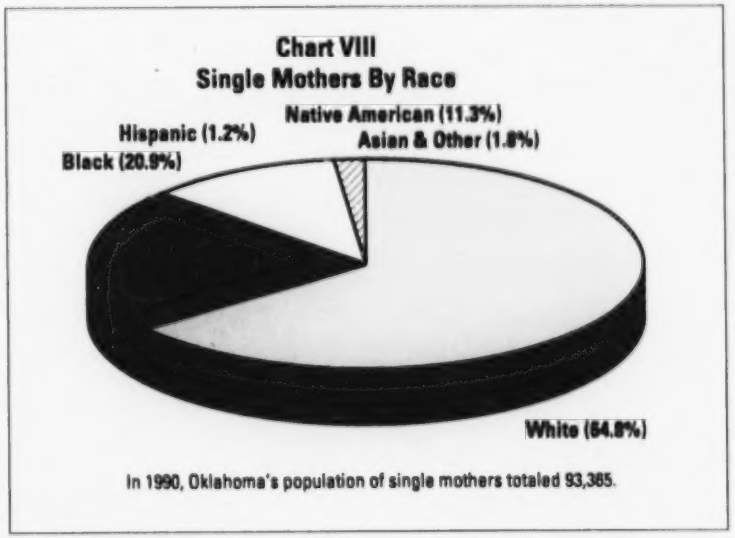
Oklahoma Displaced Homemakers and Single Parents by Age and Race*





In 1990, Oklahoma's displaced homemaker population totaled 244,148.





In 1990, Oklahoma's population of single mothers totaled 93,365.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

OREGON

88% of Customers Rate Program Excellent or Very Good

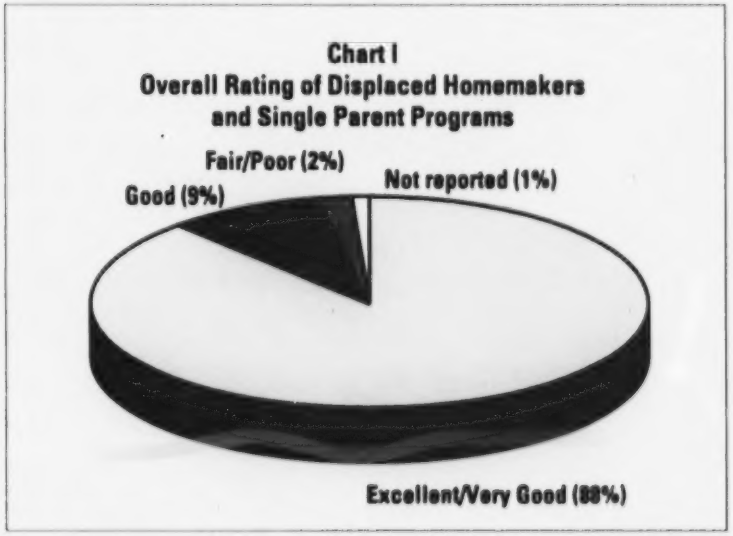
Oregon Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **88% of customers from Oregon rated programs as Excellent or Very Good.** Nine percent rated the programs as Good, and only 2% as Fair or Poor (Chart I).[79]

Oregon displaced homemaker and single parent programs come highly recommended. **Ninety-eight percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-seven percent of the customers responding from Oregon believed the program to be a good use of tax dollars, and 74% felt that more money should be spent on the programs. Sixteen percent indicated the same amount should be spent, and 1% felt less should be spent (Chart II).



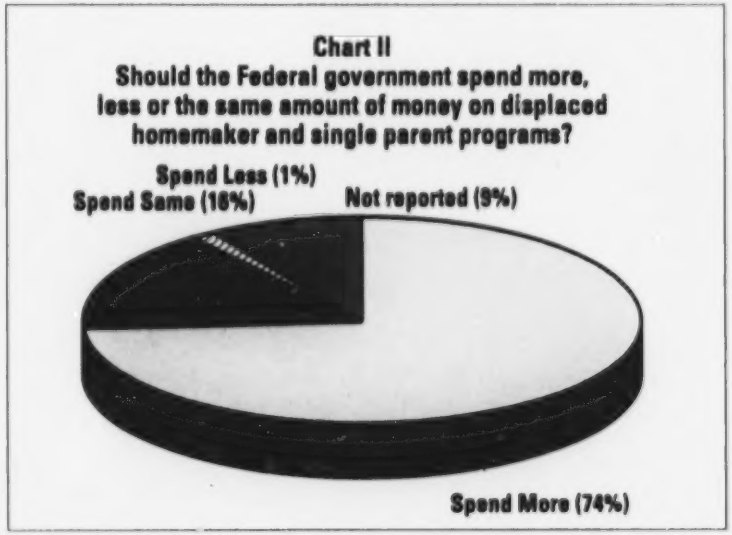
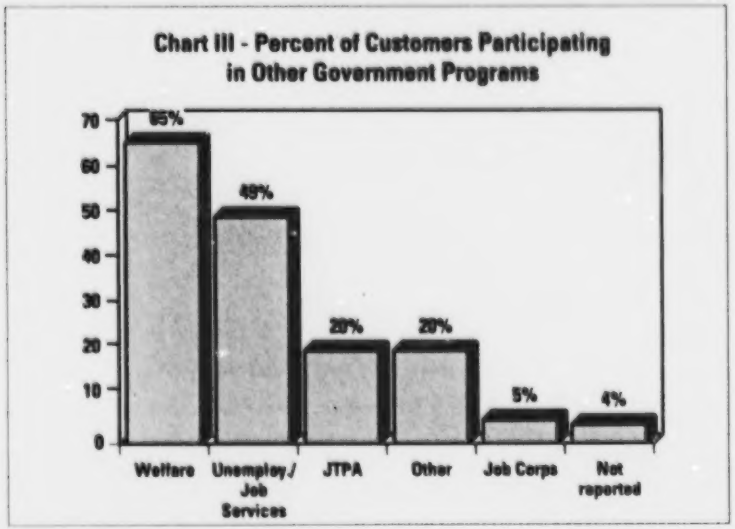


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Spend Less (1%)
Spend Same (16%)
Not reported (9%)
Spend More (74%)

[79] *Analysis based on a total of 537 questionnaires that were received from Oregon program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



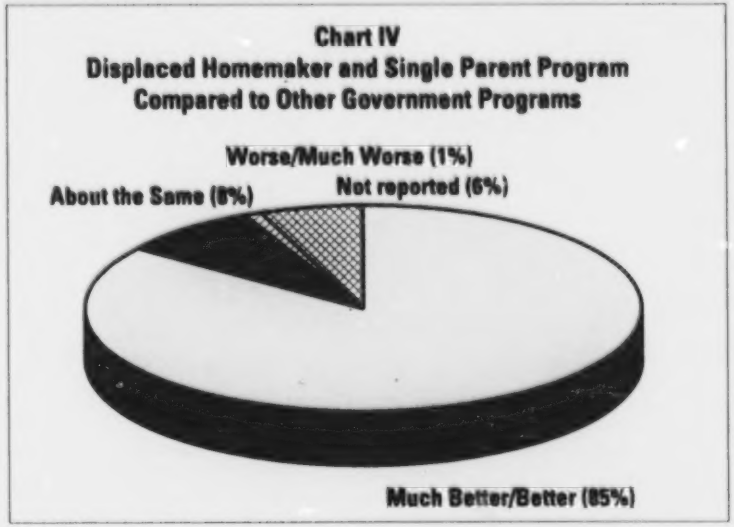


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (1%)
About the Same (8%)
Not reported (6%)
Much Better/Better (85%)

Fifty-four percent of the customers from Oregon reported having participated in other government programs. Of those, 49% had experience with Unemployment or Job Services, 20% had participated in a JTPA program, and 65% had received Welfare Services (Chart III).[80]

Of those who had experience with other government programs, **85% rated the displaced homemaker or single parent program as Much Better or Better.** Eight percent rated it About the Same, and only 1% rated it as Worse or Much Worse (Chart IV).

[80] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 290 customers who had participated in other government programs.*

Oregon's Customers Rate Program Services

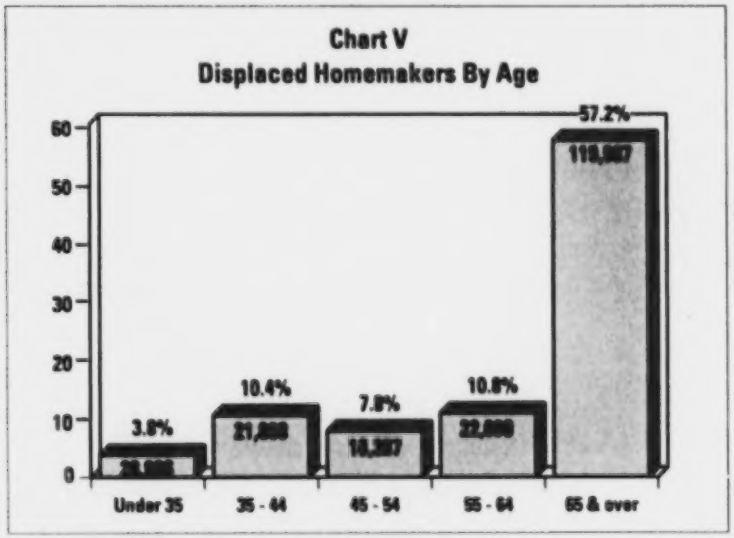
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[81]

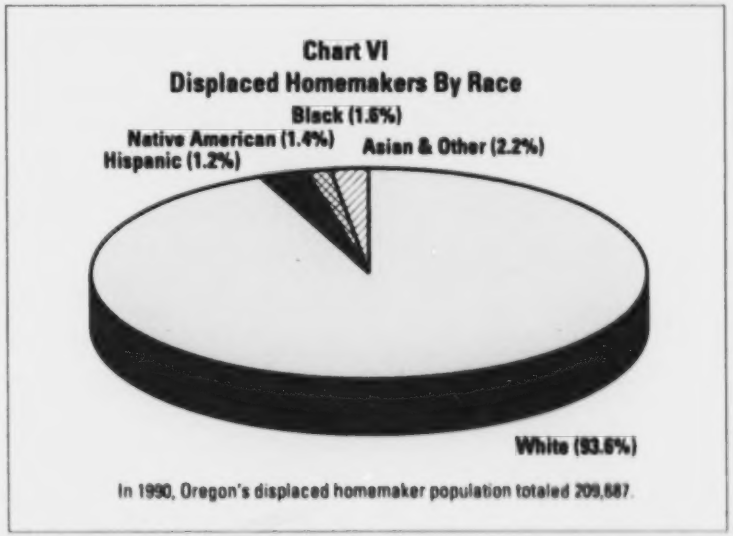
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	88%	9%	4%
Women with Similar Experiences	78%	16%	6%
Support Group	76%	17%	8%
Personal Attention	76%	18%	7%
Personal Counseling	69%	23%	8%
CAREER EXPLORATION			
Help Identifying Career Goals	71%	21%	8%
Career Counseling	65%	24%	11%
Exposure to Non-Traditional	65%	26%	10%
Getting/Staying on Track with Goals	63%	23%	14%
JOB TRAINING AND PLACEMENT*			
Skills Training	57%	28%	15%
Information About Job Openings	50%	29%	21%
Help Finding a Job	45%	30%	25%
SUPPORT SERVICES			
Child Care	76%	17%	7%
Transportation	75%	15%	10%
Help with Tuition	74%	18%	8%
Adult Dependent Care	62%	25%	13%

* *See explanation on page 7.*

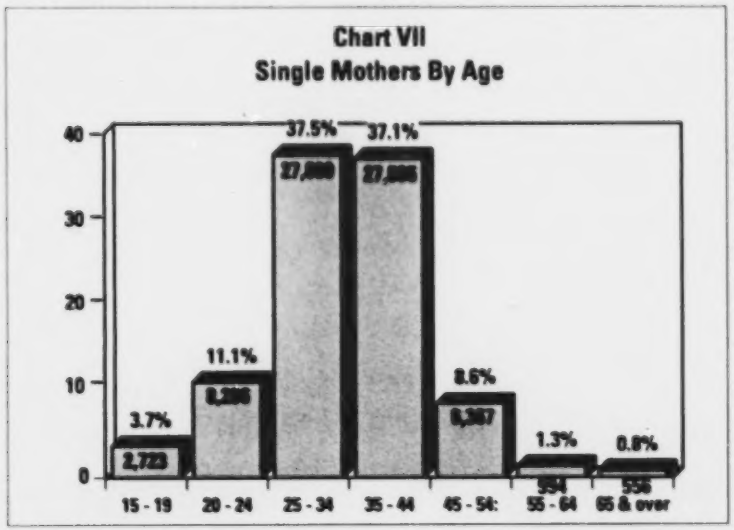
[81] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

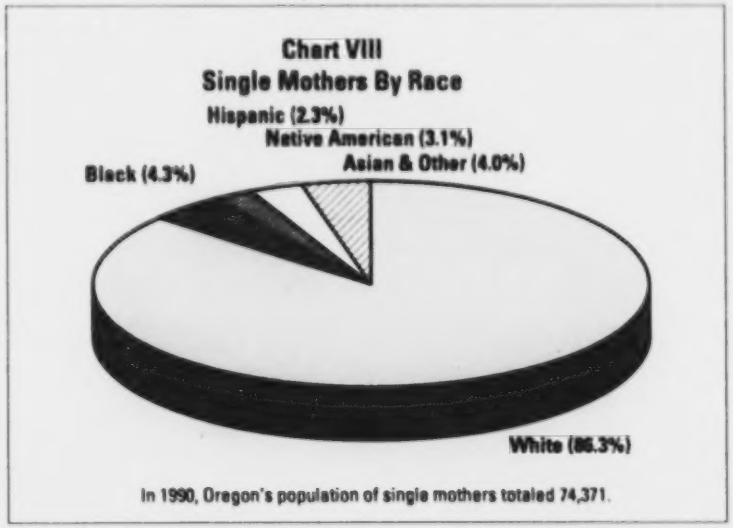
Oregon Displaced Homemakers and Single Parents by Age and Race*





In 1990, Oregon's displaced homemaker population totaled 209,687.





In 1990, Oregon's population of single mothers totaled 74,371.

*Source: *Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States*

PENNSYLVANIA

88% of Customers Rate Program Excellent or Very Good

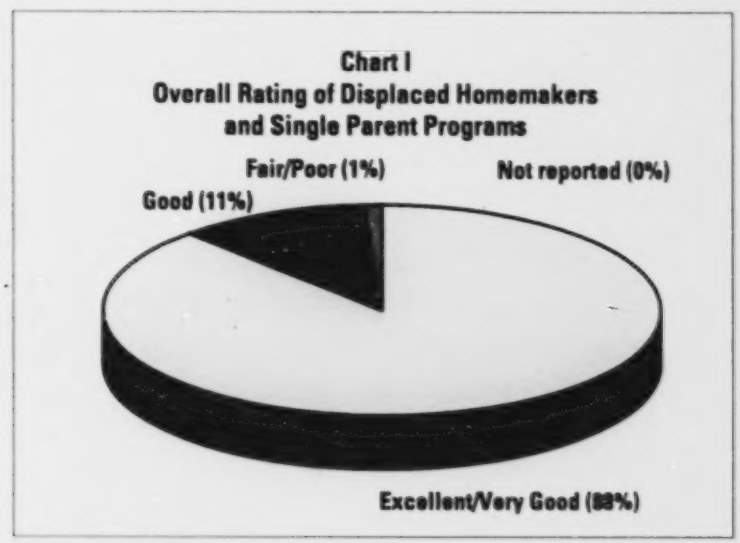
Pennsylvania Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **88% of customers from Pennsylvania rated programs as Excellent or Very Good.** Eleven percent rated the programs as Good, and only 1% as Fair or Poor (Chart I).[82]

Pennsylvania displaced homemaker and single parent programs come highly recommended. **Ninety-eight percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-six percent of the customers responding from Pennsylvania believed the program to be a good use of tax dollars, and 73% felt that more money should be spent on the programs. Seventeen percent indicated the same amount should be spent, and less than 1% felt less should be spent (Chart II).



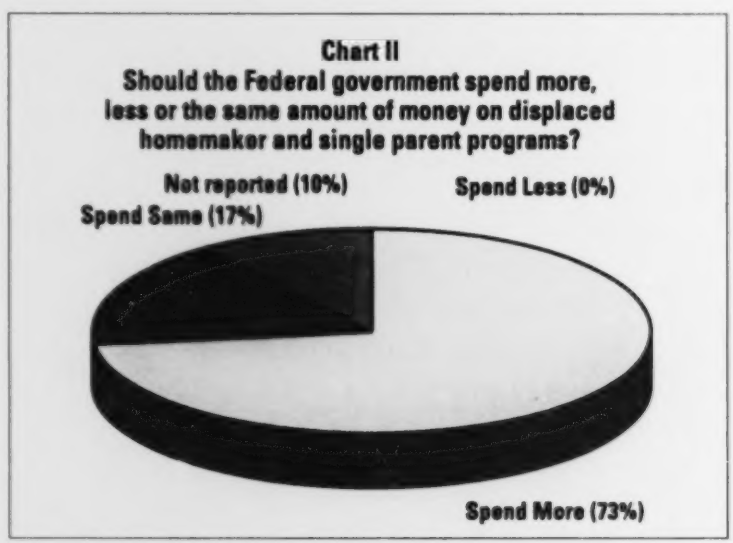
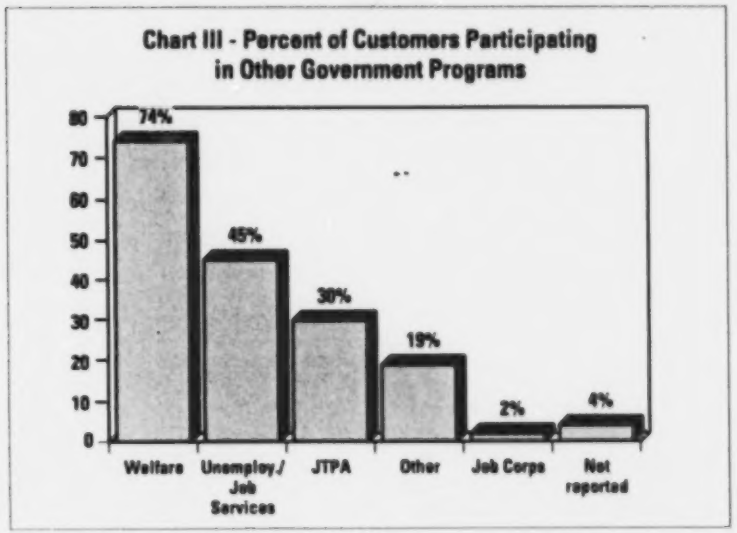


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported (10%)
Spend Less (0%)
Spend Same (17%)
Spend More (73%)

[82] *Analysis based on a total of 450 questionnaires that were received from Pennsylvania program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



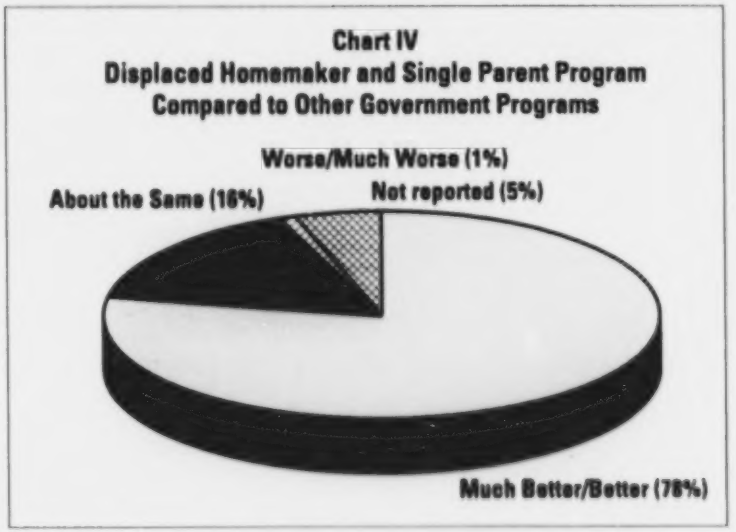


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (1%)
About the Same (16%)
Not reported (5%)
Much Better/Better (78%)

Fifty-two percent of the customers from Pennsylvania reported having participated in other government programs. Of those, 45% had experience with Unemployment or Job Services, 30% had participated in a JTPA program, and 74% had received Welfare Services (Chart III).[53]

Of those who had experience with other government programs, **78% rated the displaced homemaker or single parent program as Much Better or Better.** Sixteen percent rated it About the Same, and only 1% rated it as Worse or Much Worse (Chart IV).

[53] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 236 customers who had participated in other government programs.*

Pennsylvania's Customers Rate Program Services

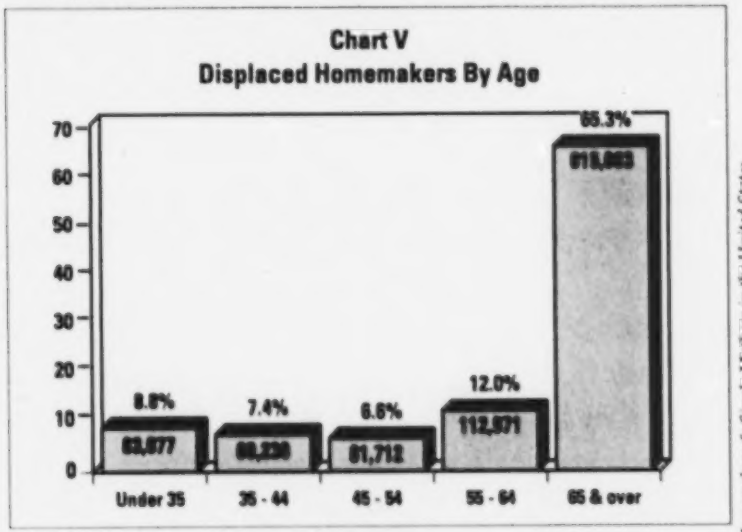
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[84]

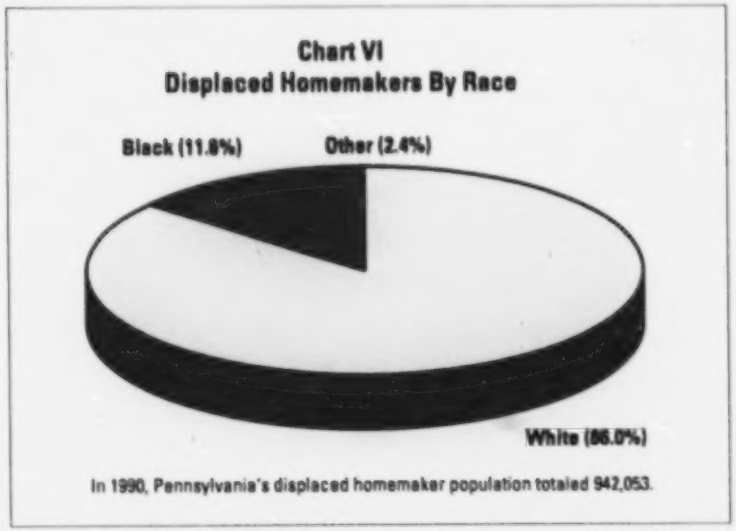
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	81%	17%	2%
Women with Similar Experiences	80%	15%	5%
Support Group	75%	19%	7%
Personal Attention	74%	18%	8%
Personal Counseling	72%	21%	8%
CAREER EXPLORATION			
Help Identifying Career Goals	73%	19%	9%
Career Counseling	69%	22%	10%
Exposure to Non-Traditional	65%	25%	10%
Getting/Staying on Track with Goals	64%	23%	12%
JOB TRAINING AND PLACEMENT*			
Skills Training	57%	31%	12%
Information About Job Openings	55%	26%	19%
Help Finding a Job	41%	30%	29%
SUPPORT SERVICES			
Help with Tuition	73%	16%	11%
Child Care	73%	16%	11%
Adult Dependent Care	65%	21%	14%
Transportation	65%	20%	15%

* *See explanation on page 7.*

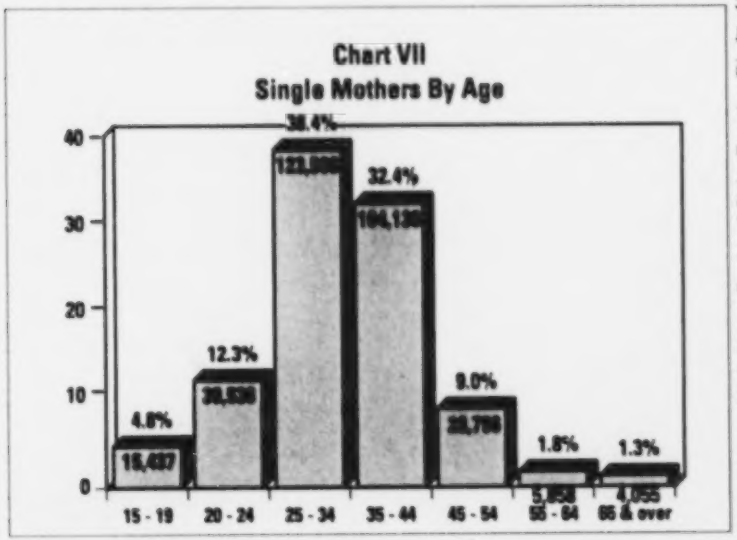
[84] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

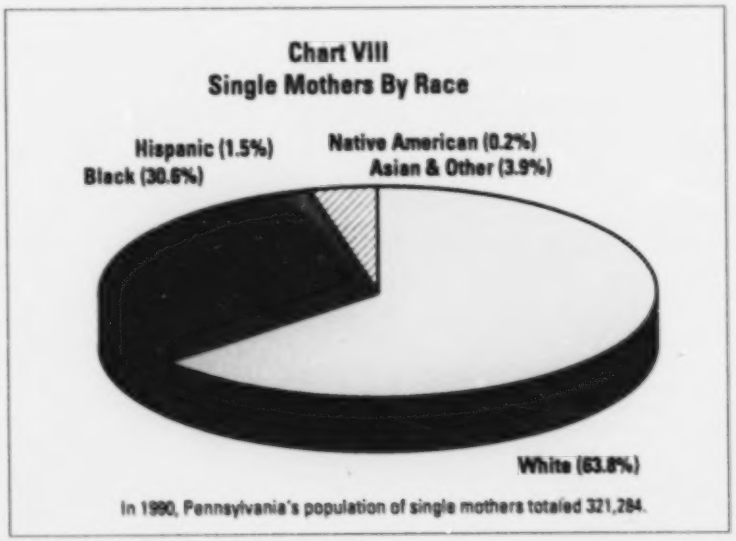
Pennsylvania Displaced Homemakers and Single Parents by Age and Race*





In 1990, Pennsylvania's displaced homemaker population totaled 942,053.





In 1990, Pennsylvania's population of single mothers totaled 321,284.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

RHODE ISLAND

74% of Customers Rate Program Excellent or Very Good

Rhode Island Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **74% of customers from Rhode Island rated programs as Excellent or Very Good.** Sixteen percent rated the programs as Good, and only 6% as Fair or Poor (Chart I).[85]

Rhode Island displaced homemaker and single parent programs come highly recommended. **Ninety-six percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-three percent of the customers responding from Rhode Island believed the program to be a good use of tax dollars, and 69% felt that more money should be spent on the programs. Eleven percent indicated the same amount should be spent, and none felt less should be spent (Chart II).

Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

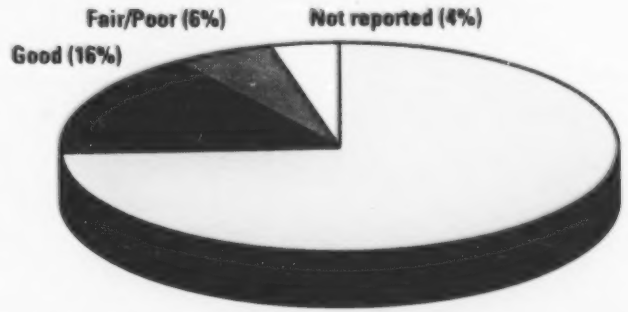
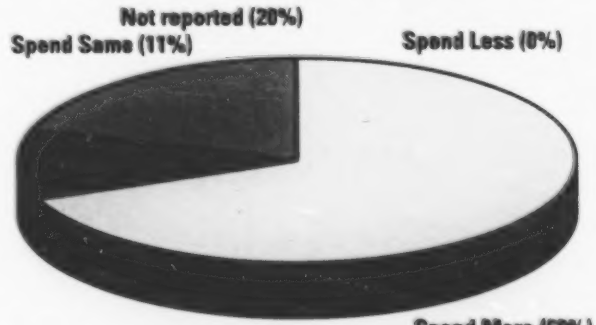
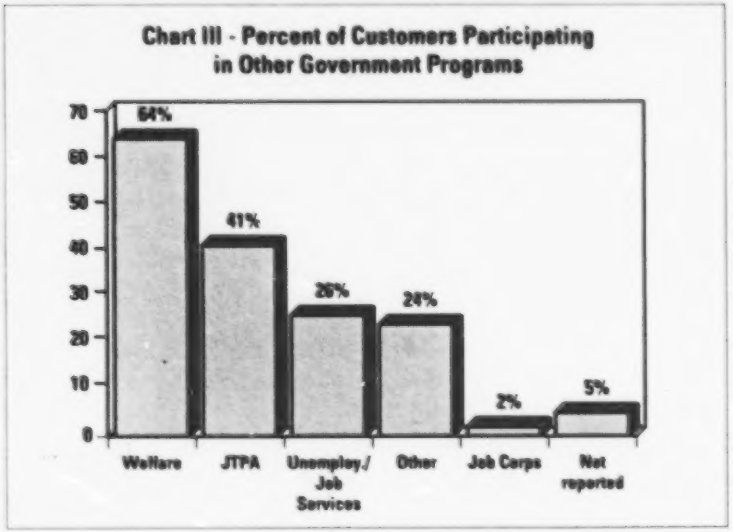


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



[85] *Analysis based on a total of 55 questionnaires that were received from Rhode Island program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



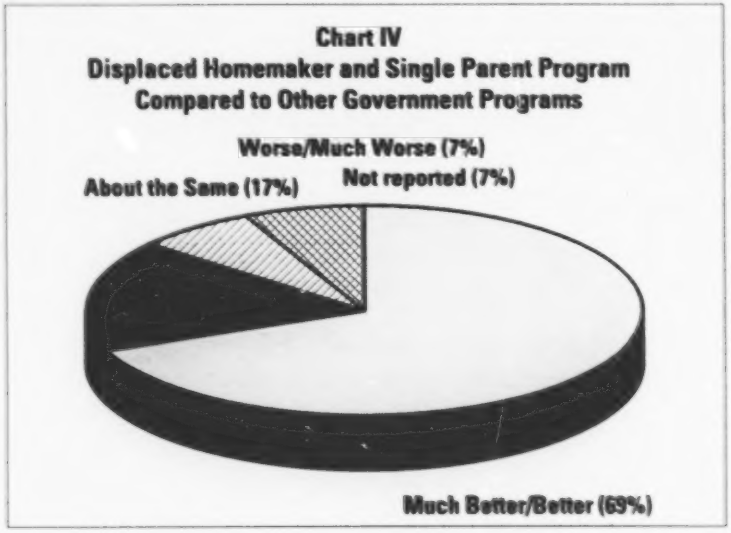


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (7%)
About the Same (17%)
Not reported (7%)
Much Better/Better (69%)

Seventy-six percent of the customers from Rhode Island reported having participated in other government programs. Of those, 26% had experience with Unemployment or Job Services, 41% had participated in a JTPA program, and 64% had received Welfare Services (Chart III).[86]

Of those who had experience with other government programs, **69% rated the displaced homemaker or single parent program as Much Better or Better.** Seventeen percent rated it About the Same, and 7% rated it as Worse or Much Worse (Chart IV).

[86] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 42 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

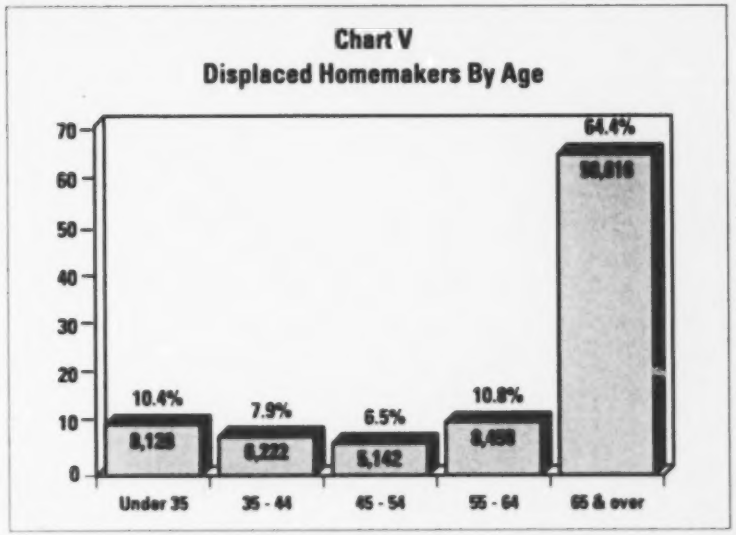
Rhode Island's Customers Rate Program Services

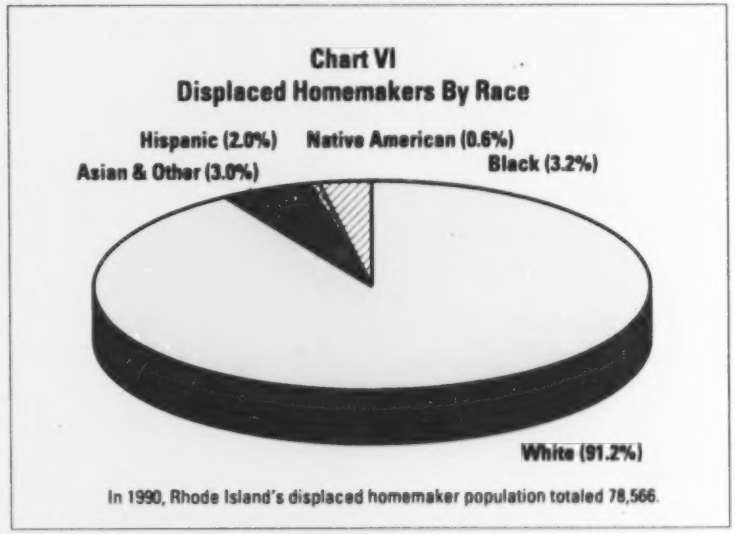
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[87]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Women with Similar Experiences	83%	11%	6%
Support Group	83%	12%	6%
Personal Attention	70%	15%	15%
Self-Esteem/Self Confidence	69%	20%	11%
Personal Counseling	67%	17%	15%
CAREER EXPLORATION			
Help Identifying Career Goals	57%	22%	20%
Exposure to Non-Traditional**	54%	15%	30%
Career Counseling	50%	26%	24%
Getting/Staying on Track with Goals**	49%	26%	26%
JOB TRAINING AND PLACEMENT*			
Skills Training**	51%	26%	23%
Information About Job Openings**	44%	31%	24%
Help Finding a Job**	43%	18%	40%
SUPPORT SERVICES			
Adult Dependent Care**	64%	21%	14%
Transportation**	60%	26%	14%
Child Care**	54%	31%	15%
Help with Tuition**	48%	22%	30%

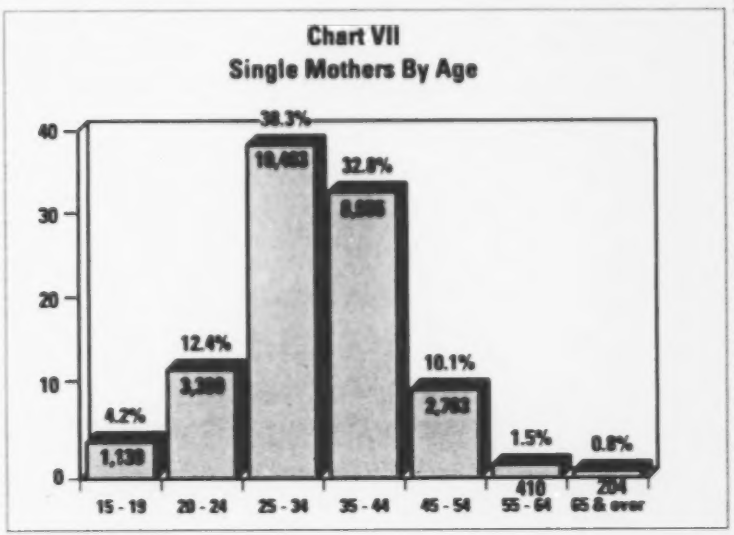
* See explanation on page 7.
** *Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
* *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

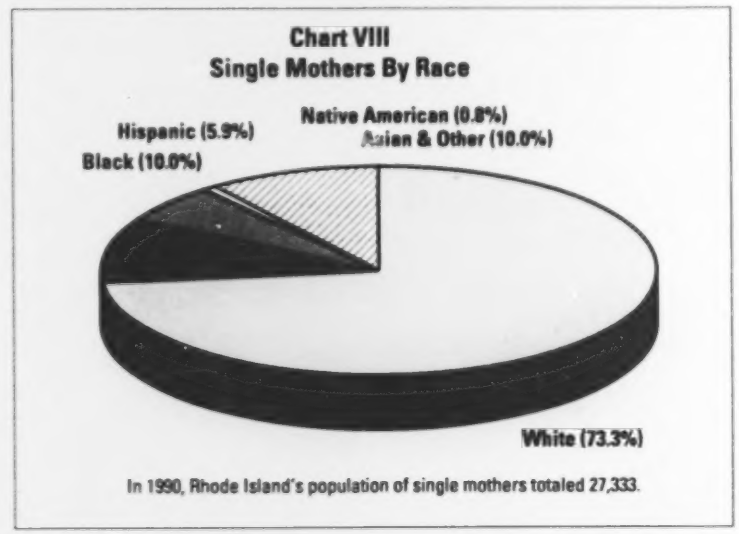
Rhode Island Displaced Homemakers and Single Parents by Age and Race*





In 1990, Rhode Island's displaced homemaker population totaled 78,566.





In 1990, Rhode Island's population of single mothers totaled 27,333.

*Source: *Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States*

SOUTH CAROLINA

83% of Customers Rate Program Excellent or Very Good

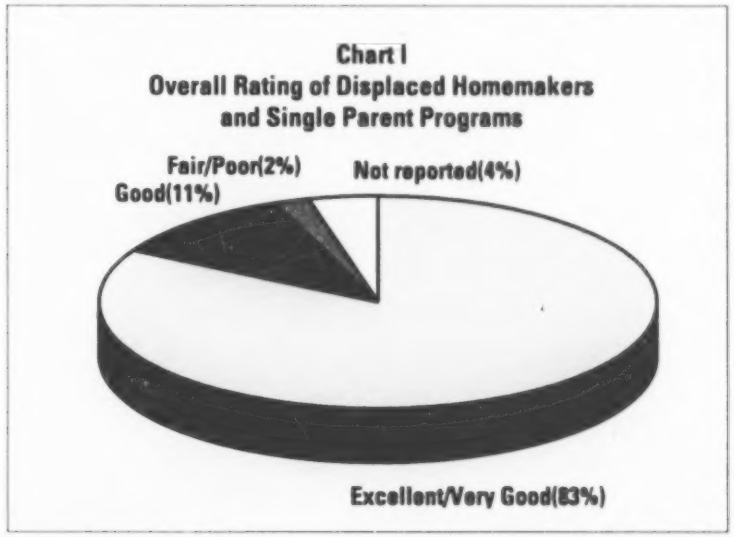
South Carolina Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **83% of customers from South Carolina rated programs as Excellent or Very Good.** Eleven percent rated the programs as Good, and only 2% as Fair or Poor (Chart I).[88]

South Carolina displaced homemaker and single parent programs come highly recommended. **Ninety-eight percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

All of the customers responding from South Carolina believed the program to be a good use of tax dollars, and 80% felt that more money should be spent on the programs. Eleven percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



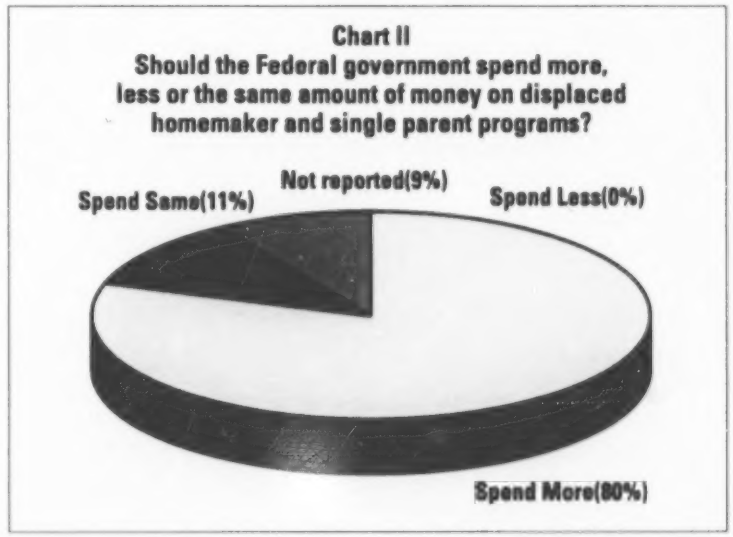
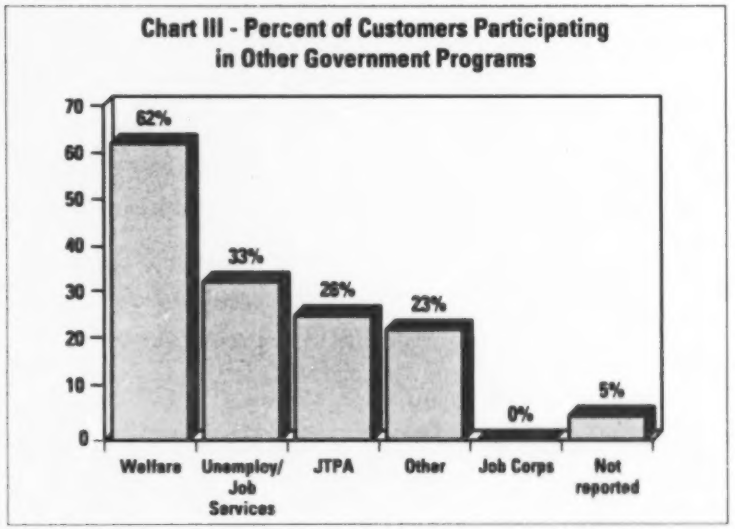
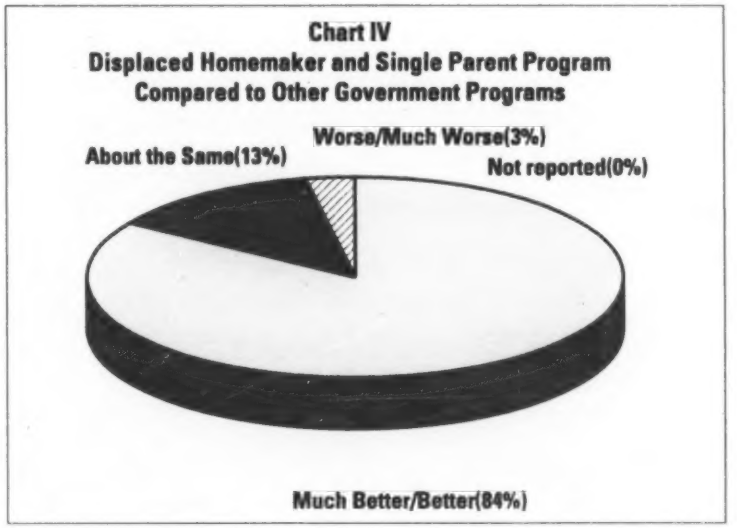


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Not reported(9%)
Spend Same(11%)
Spend Less(0%)
Spend More(80%)

[88] *Analysis based on a total of 54 questionnaires that were received from South Carolina program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs





Seventy-two percent of the customers from South Carolina reported having participated in other government programs. Of those, 33% had experience with Unemployment or Job Services, 26% had participated in a JTPA program, and 62% had received Welfare Services (Chart III).[89]

Of those who had experience with other government programs, **84% rated the displaced homemaker or single parent program as Much Better or Better.** Thirteen percent rated it About the Same, and only 3% rated it as Worse or Much Worse (Chart IV).

[89] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 39 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

South Carolina's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[90]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Personal Attention	92%	6%	2%
Self-Esteem/Self Confidence	83%	15%	2%
Women with Similar Experiences**	83%	11%	7%
Personal Counseling	78%	20%	2%
Support Group**	72%	19%	9%
CAREER EXPLORATION			
Getting/Staying on Track with Goals**	72%	21%	6%
Help Identifying Career Goals**	70%	24%	7%
Exposure to Non-Traditional**	67%	24%	10%
Career Counseling**	64%	33%	2%
JOB TRAINING AND PLACEMENT*			
Skills Training**	75%	16%	9%
Information About Job Openings**	59%	32%	10%
Help Finding a Job**	42%	45%	13%
SUPPORT SERVICES			
Help with Tuition**	79%	10%	12%
Adult Dependent Care**	71%	14%	14%
Child Care**	70%	15%	15%
Transportation**	67%	24%	10%

* *See explanation on page 7.*
** *Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
* *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

South Carolina Displaced Homemakers and Single Parents by Age and Race*

Chart V
Displaced Homemakers By Age

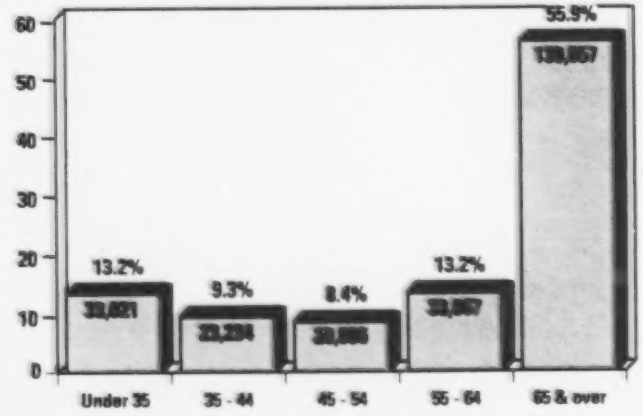
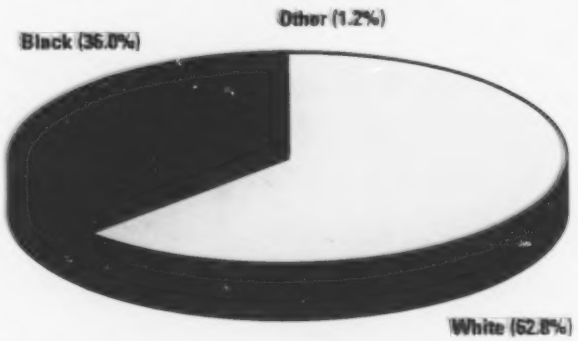


Chart VI
Displaced Homemakers By Race



In 1990, South Carolina's displaced homemaker population totaled 250,065.

Chart VII
Single Mothers By Age

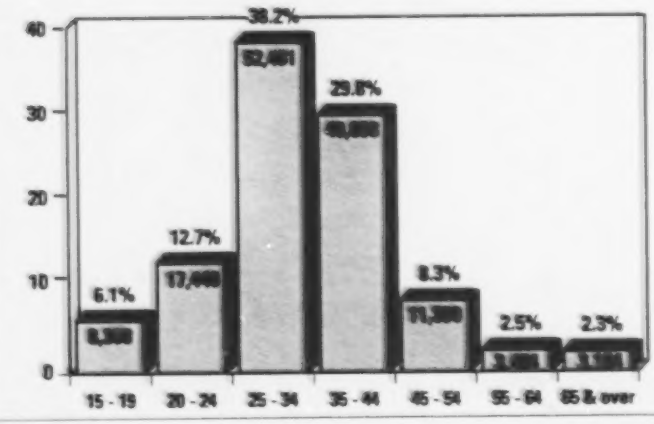
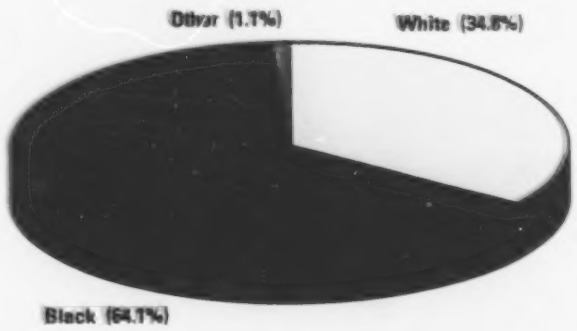


Chart VIII
Single Mothers By Race



In 1990, South Carolina's population of single mothers totaled 137,174.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

TENNESSEE

86% of Customers Rate Program Excellent or Very Good

Tennessee Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **86 % of customers from Tennessee rated programs as Excellent or Very Good.** Twelve percent rated the programs as Good, and only 1% as Fair or Poor (Chart I).*

Tennessee displaced homemaker and single parent programs come highly recommended. **One hundred percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-nine percent of the customers responding from Tennessee believed the program to be a good use of tax dollars, and 84% felt that more money should be spent on the programs. Seven percent indicated the same amount should be spent, and none felt less should be spent (Chart II).

Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

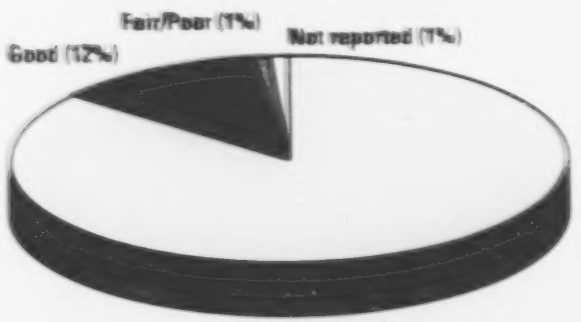
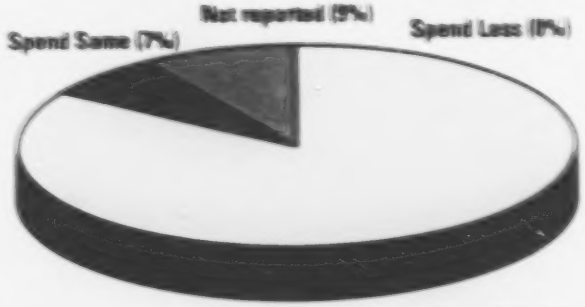
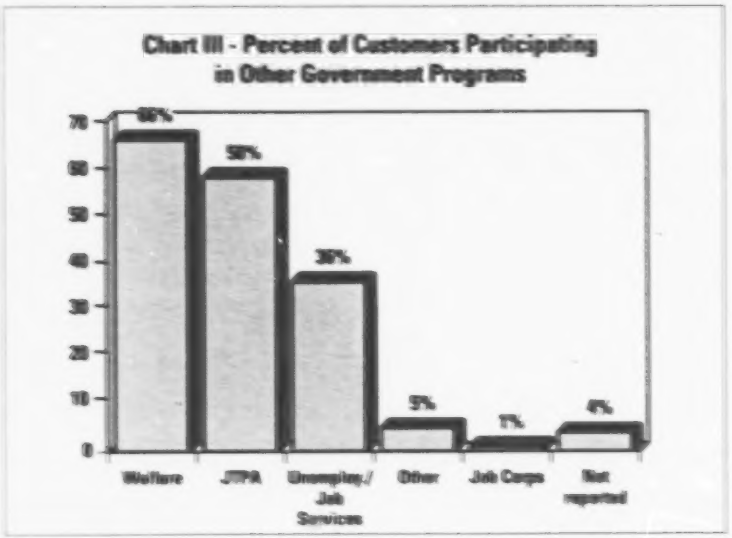


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



* Analysis based on a total of 250 questionnaires that were received from Tennessee program participants.

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



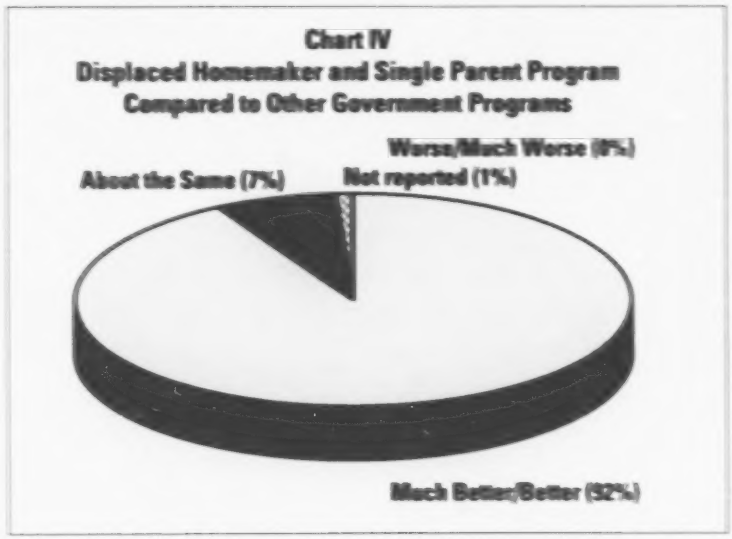


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (0%)
About the Same (7%)
Not reported (1%)
Much Better/Better (92%)

Seventy-four percent of the customers from Tennessee reported having participated in other government programs. Of those, 36% had experience with Unemployment or Job Services, 58% had participated in a JTPA program, and 66% had received Welfare Services (Chart III).*

Of those who had experience with other government programs, **92% rated the displaced homemaker or single parent program as Much Better or Better.** Seven percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

* *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 238 customers who had participated in other government programs.*

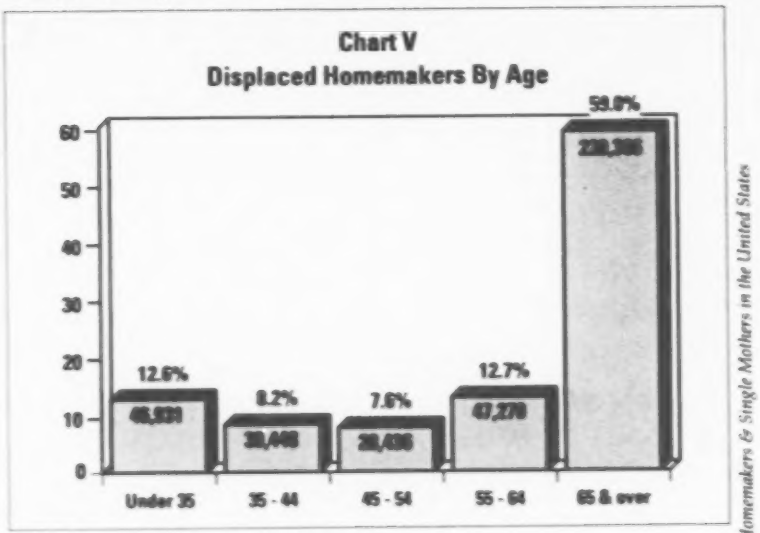
Tennessee's Customers Rate Program Services

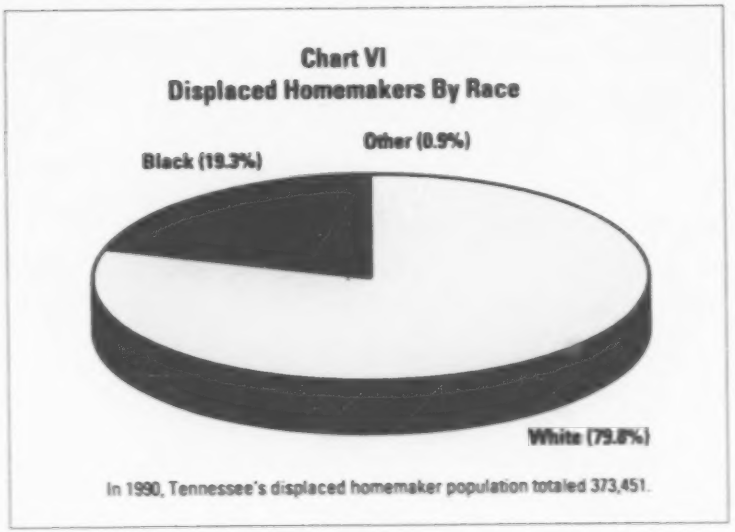
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[93]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Personal Attention	93%	6%	1%
Personal Counseling	84%	14%	2%
Self-Esteem/Self Confidence	82%	16%	2%
Women with Similar Experiences	71%	25%	4%
Support Group	69%	26%	5%
CAREER EXPLORATION			
Career Counseling	82%	15%	3%
Help Identifying Career Goals	81%	18%	2%
Getting/Staying on Track with Goals	79%	17%	4%
Exposure to Non-Traditional	65%	30%	5%
JOB TRAINING AND PLACEMENT*			
Information About Job Openings	68%	23%	9%
Skills Training	65%	32%	4%
Help Finding a Job	61%	28%	11%
SUPPORT SERVICES			
Child Care	89%	9%	2%
Transportation	89%	7%	4%
Adult Dependent Care**	79%	12%	10%
Help with Tuition	77%	22%	1%

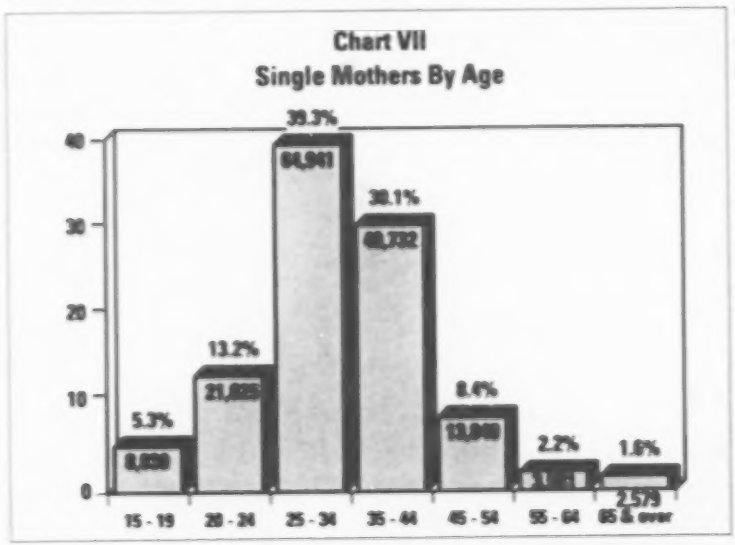
** See explanation on page 7.*
***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
*** Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

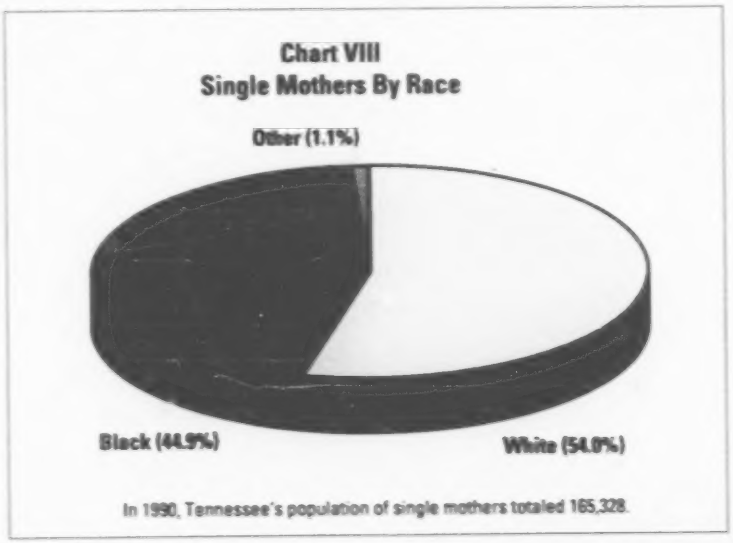
Tennessee Displaced Homemakers and Single Parents by Age and Race*





In 1990, Tennessee's displaced homemaker population totaled 373,451.





In 1990, Tennessee's population of single mothers totaled 165,328.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

TEXAS

82% of Customers Rate Program Excellent or Very Good

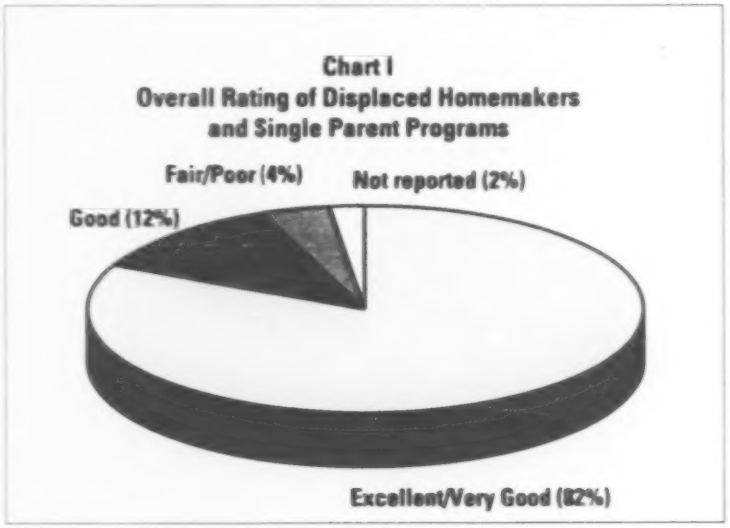
Texas Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **82% of customers from Texas rated programs as Excellent or Very Good.** Twelve percent rated the programs as Good, and only 4% as Fair or Poor (Chart I).[**]

Texas displaced homemaker and single parent programs come highly recommended. **Ninety-seven percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-eight percent of the customers responding from Texas believed the program to be a good use of tax dollars, and 77% felt that more money should be spent on the programs. Nine percent indicated the same amount should be spent, and 1% felt less should be spent (Chart II).



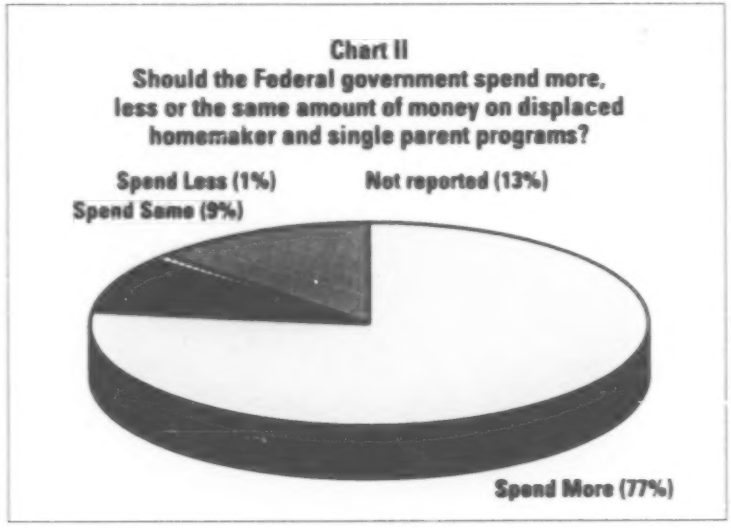
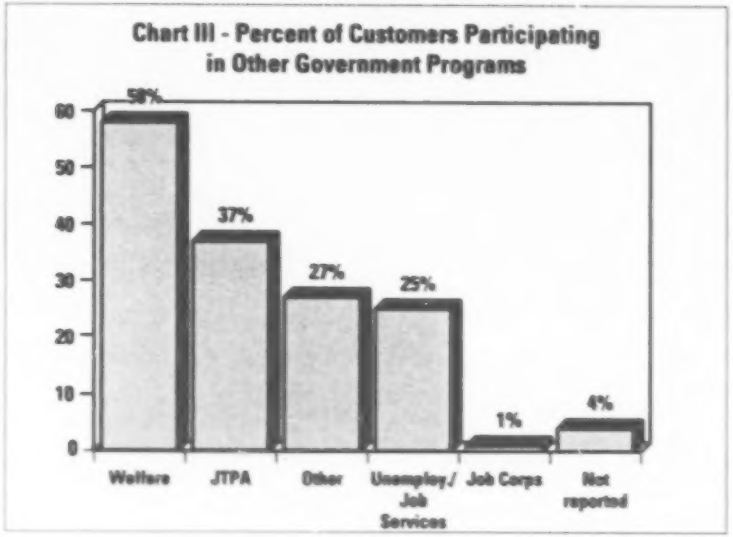


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Spend Less (1%)
Not reported (13%)
Spend Same (9%)
Spend More (77%)

** Analysis based on a total of 142 questionnaires that were received from Texas program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



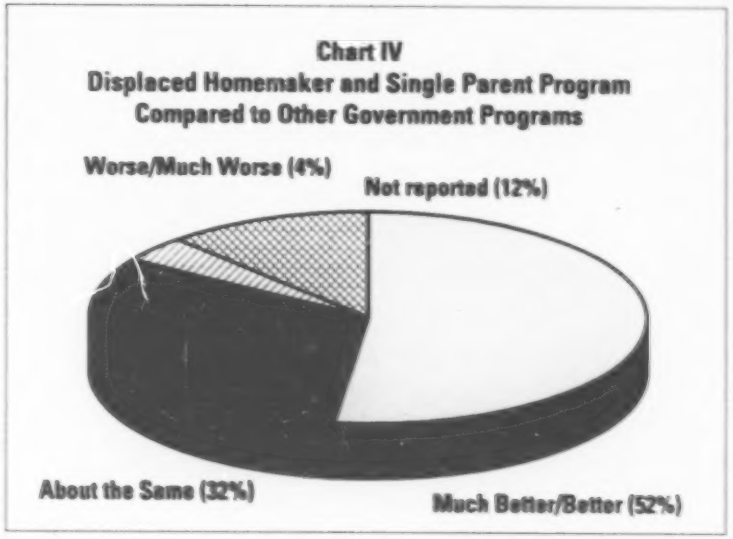


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (4%)
Not reported (12%)
About the Same (32%)
Much Better/Better (52%)

Seventy-seven percent of the customers from Texas reported having participated in other government programs. Of those, 25% had experience with Unemployment or Job Services, 37% had participated in a JTPA program, and 58% had received Welfare Services (Chart III).[95]

Of those who had experience with other government programs, **52% rated the displaced homemaker or single parent program as Much Better or Better.** Thirty-two percent rated it About the Same, and only 4% rated it as Worse or Much Worse (Chart IV).

[95] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 109 customers who had participated in other government programs.*

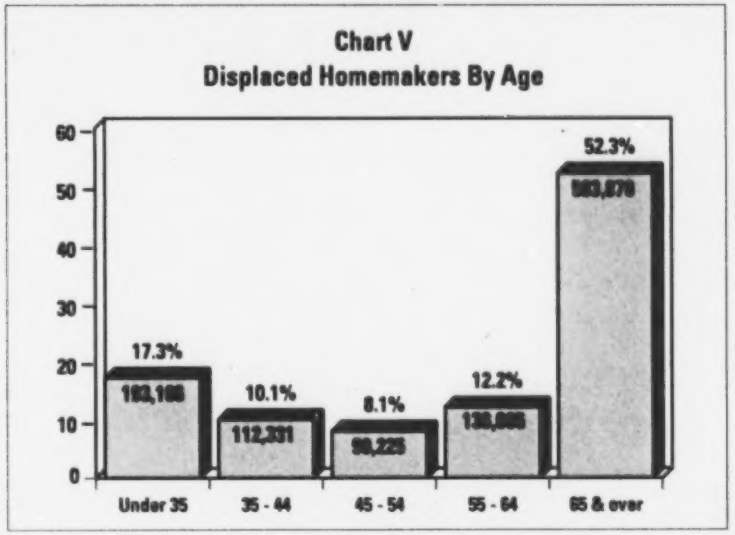
Texas's Customers Rate Program Services

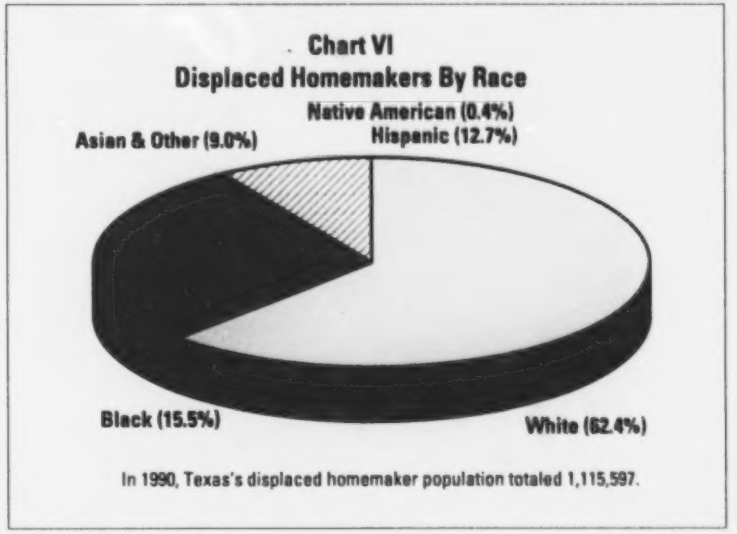
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[%]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Personal Attention	77%	14%	9%
Personal Counseling	76%	16%	8%
Self-Esteem/Self Confidence	72%	19%	9%
Women with Similar Experiences	69%	24%	7%
Support Group	67%	23%	10%
CAREER EXPLORATION			
Getting/Staying on Track with Goals	76%	13%	12%
Help Identifying Career Goals	72%	22%	6%
Career Counseling	71%	23%	6%
Exposure to Non-Traditional	64%	25%	11%
JOB TRAINING AND PLACEMENT*			
Skills Training	72%	19%	9%
Information About Job Openings	58%	22%	20%
Help Finding a Job	56%	16%	28%
SUPPORT SERVICES			
Child Care	81%	8%	11%
Transportation	75%	13%	12%
Help with Tuition	74%	12%	14%
Adult Dependent Care**	64%	16%	20%

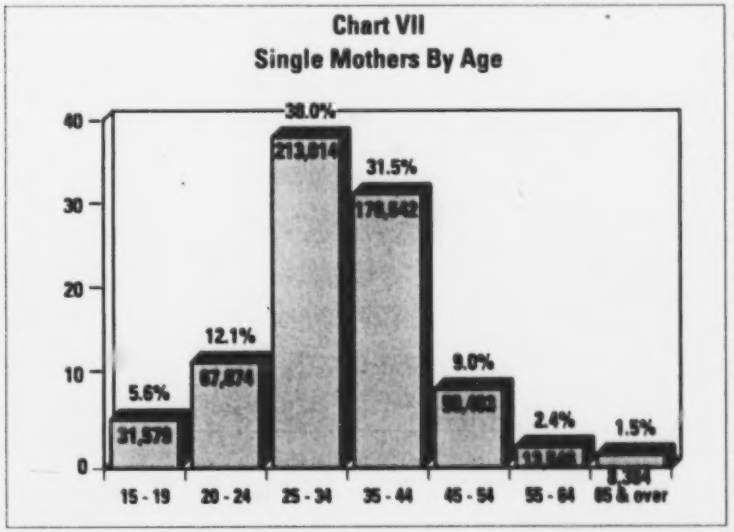
* *See explanation on page 7.*
** *Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
% *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

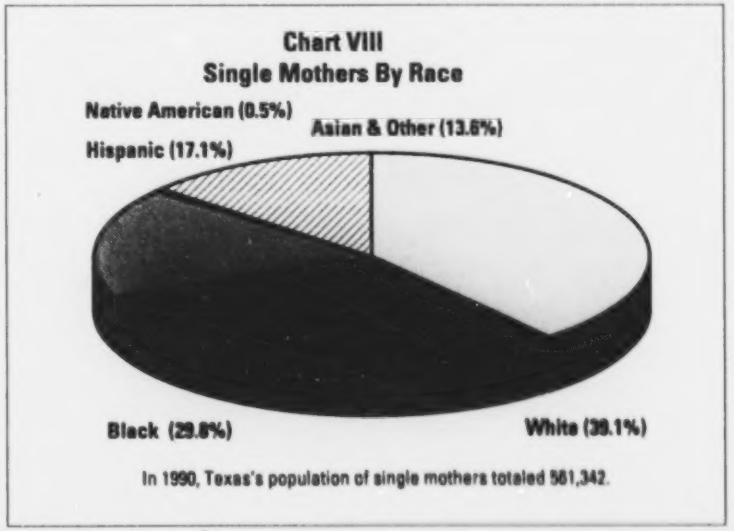
Texas Displaced Homemakers and Single Parents by Age and Race*





In 1990, Texas's displaced homemaker population totaled 1,115,597.





In 1990, Texas's population of single mothers totaled 561,342.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

UTAH

76% of Customers Rate Program Excellent or Very Good

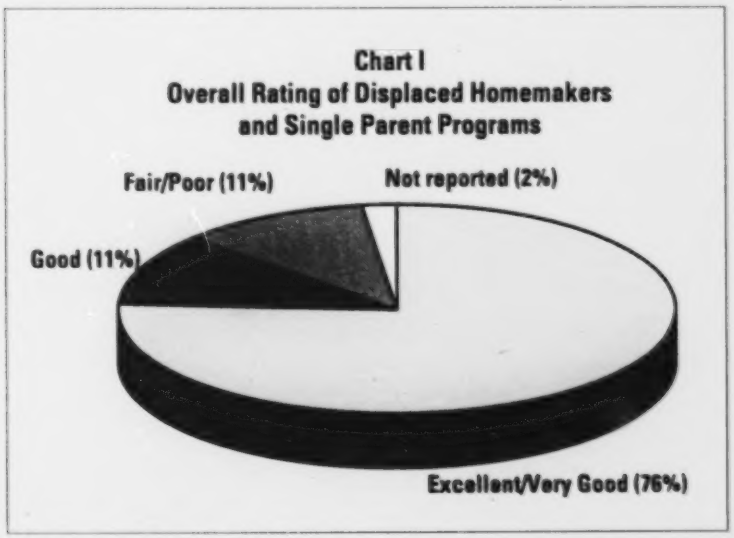
Utah Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **76% of customers from Utah rated programs as Excellent or Very Good.** Eleven percent rated the programs as Good, and 11% as Fair or Poor (Chart I).[97]

Utah displaced homemaker and single parent programs come highly recommended. **Ninety-three percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-three percent of the customers responding from Utah believed the program to be a good use of tax dollars, and 67% felt that more money should be spent on the programs. Thirteen percent indicated the same amount should be spent, and 2% felt less should be spent (Chart II).



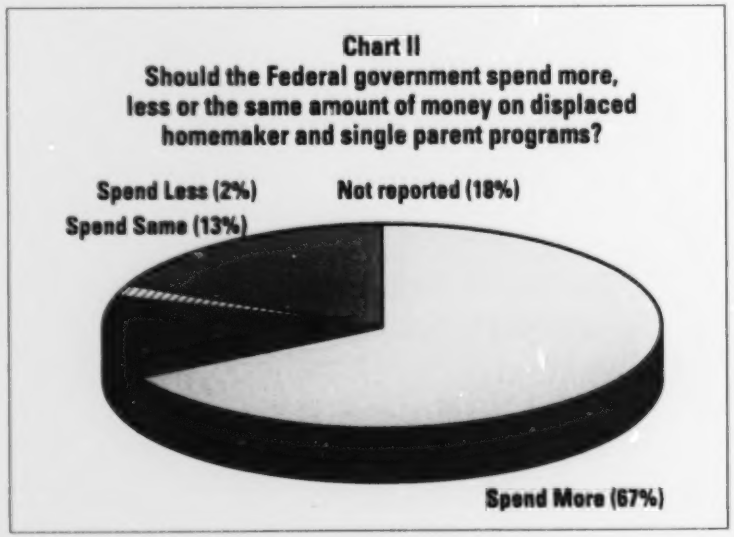
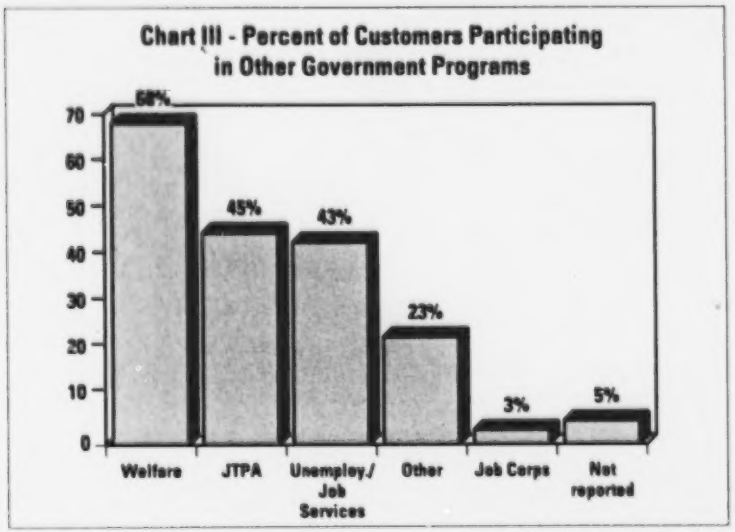


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Spend Less (2%)
Not reported (18%)
Spend Same (13%)
Spend More (67%)

[97] *Analysis based on a total of 55 questionnaires that were received from Utah program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



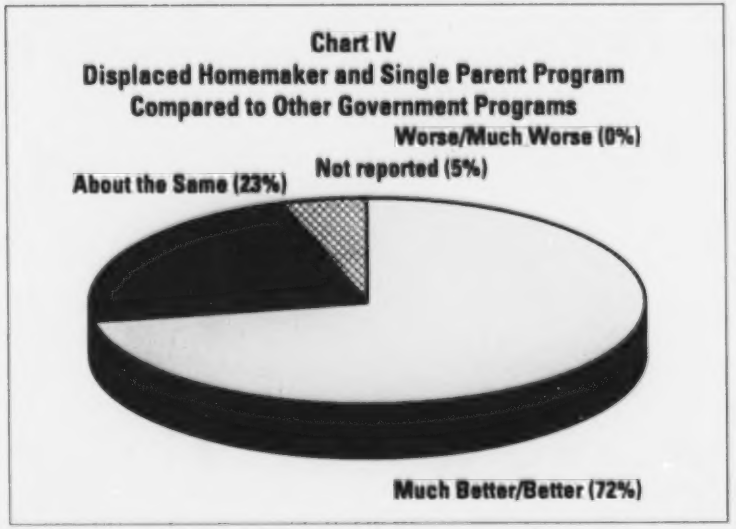


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (0%)
Not reported (5%)
About the Same (23%)
Much Better/Better (72%)

Seventy-three percent of the customers from Utah reported having participated in other government programs. Of those, 43% had experience with Unemployment or Job Services, 45% had participated in a JTPA program, and 68% had received Welfare Services (Chart III).[98]

Of those who had experience with other government programs, **72% rated the displaced homemaker or single parent program as Much Better or Better.** Twenty-three percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[98] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 40 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

Utah's Customers Rate Program Services

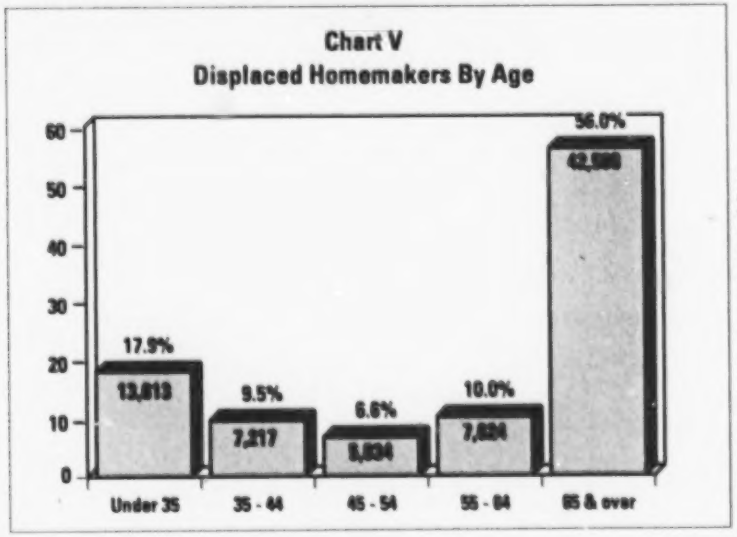
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[99]

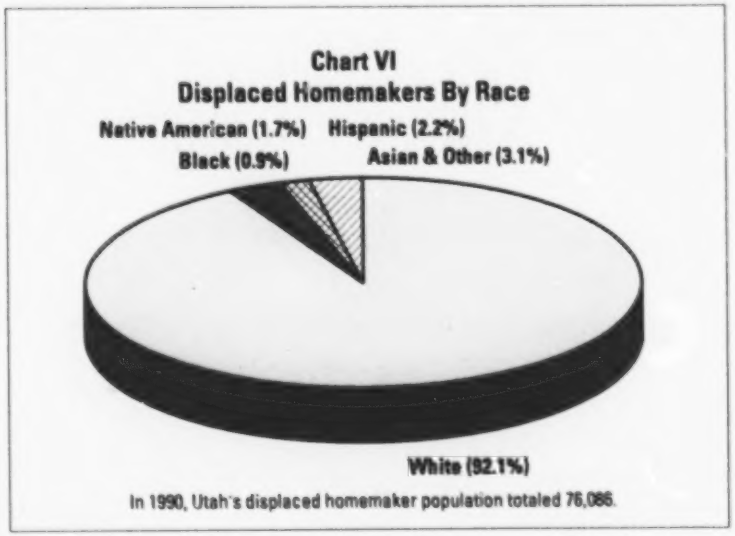
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	84%	12%	4%
Personal Attention	80%	11%	9%
Women with Similar Experiences	76%	18%	9%
Support Group**	73%	18%	6%
Personal Counseling	70%	20%	10%
CAREER EXPLORATION			
Help Identifying Career Goals**	67%	25%	8%
Career Counseling**	64%	23%	13%
Getting/Staying on Track with Goals**	57%	19%	23%
Exposure to Non-Traditional**	56%	19%	26%
JOB TRAINING AND PLACEMENT*			
Skills Training**	73%	25%	2%
Information About Job Openings**	51%	27%	22%
Help Finding a Job**	39%	21%	39%
SUPPORT SERVICES			
Help with Tuition**	89%	8%	3%
Adult Dependent Care**	79%	21%	0%
Child Care**	75%	11%	14%
Transportation**	60%	30%	10%

* *See explanation on page 7.*
** *Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
*** *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

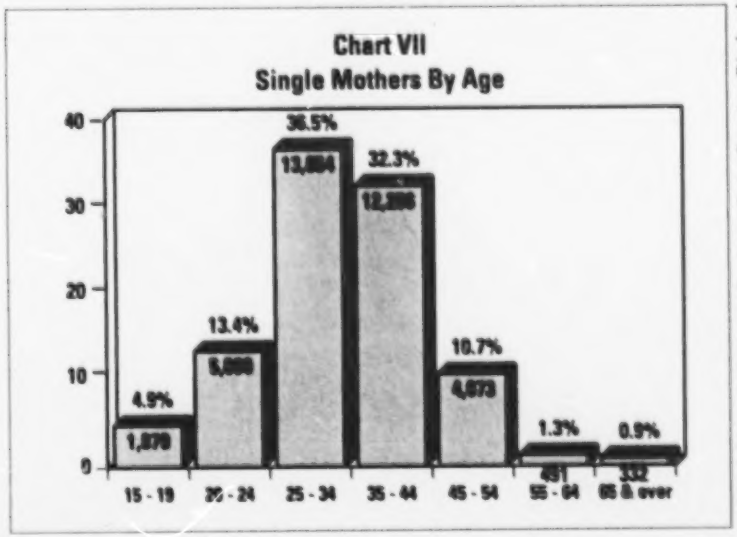
297141

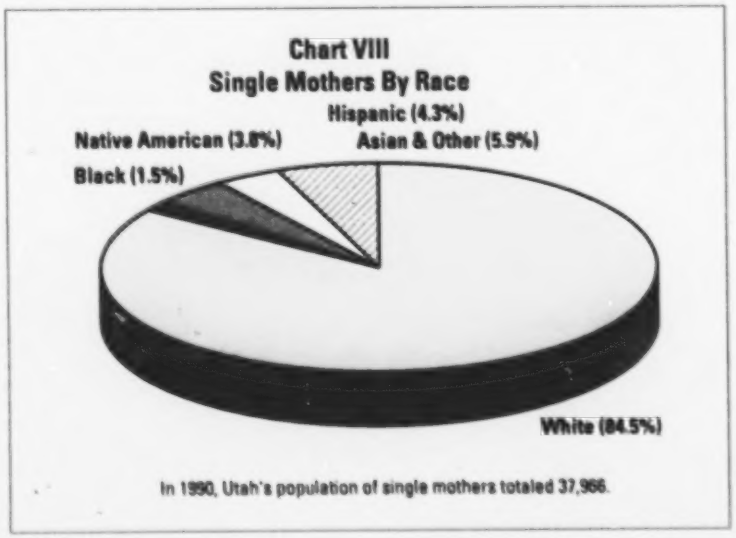
Utah Displaced Homemakers and Single Parents by Age and Race*





In 1990, Utah's displaced homemaker population totaled 76,086.





In 1990, Utah's population of single mothers totaled 37,966.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

VIRGINIA

94% of Customers Rate Program Excellent or Very Good

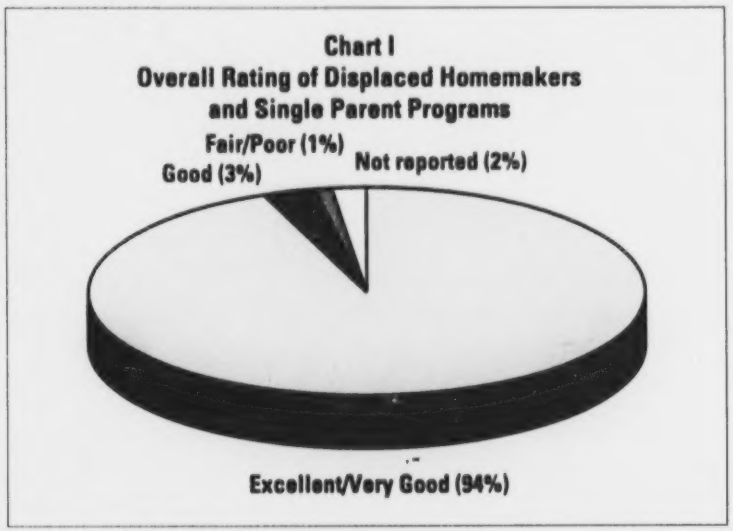
Virginia Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **94% of customers from Virginia rated programs as Excellent or Very Good.** Three percent rated the programs as Good, and only 1% as Fair or Poor (Chart I).[100]

Virginia displaced homemaker and single parent programs come highly recommended. **Ninety-nine percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-seven percent of the customers responding from Virginia believed the program to be a good use of tax dollars, and 88% felt that more money should be spent on the programs. Four percent indicated the same amount should be spent, and none felt less should be spent (Chart II).



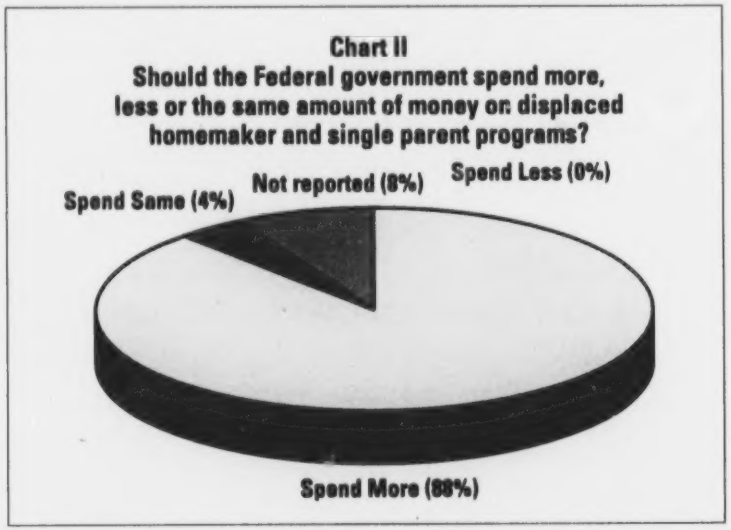
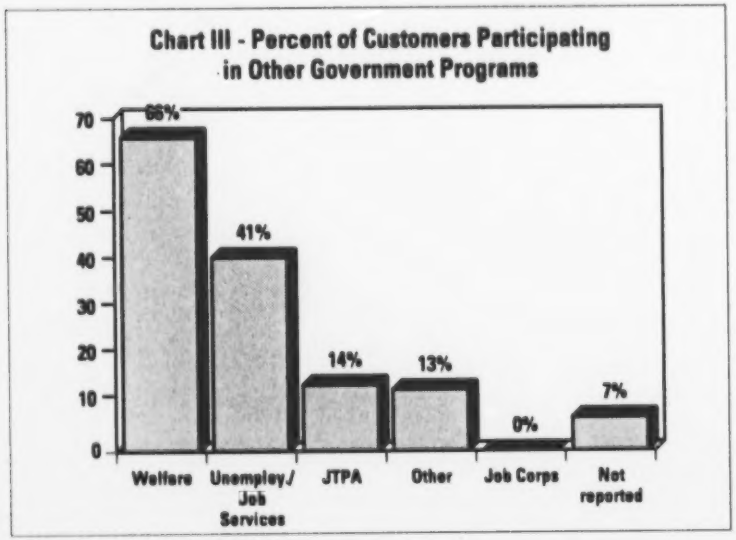


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Spend Same (4%)
Not reported (8%)
Spend Less (0%)
Spend More (88%)

[100] *Analysis based on a total of 156 questionnaires that were received from Virginia program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



Fifty-five percent of the customers from Virginia reported having participated in other government programs. Of those, 41% had experience with Unemployment or Job Services, 14% had participated in a JTPA program, and 66% had received Welfare Services (Chart III).[101]

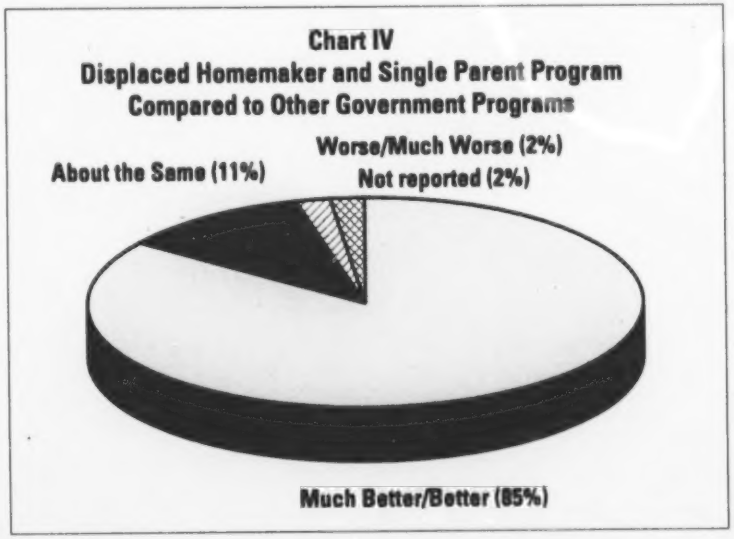


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
About the Same (11%)
Worse/Much Worse (2%)
Not reported (2%)
Much Better/Better (85%)

Of those who had experience with other government programs, **85% rated the displaced homemaker or single parent program as Much Better or Better.** Eleven percent rated it About the Same, and 2% rated it as Worse or Much Worse (Chart IV).

[101] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 86 customers who had participated in other government programs.*

Virginia's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[102]

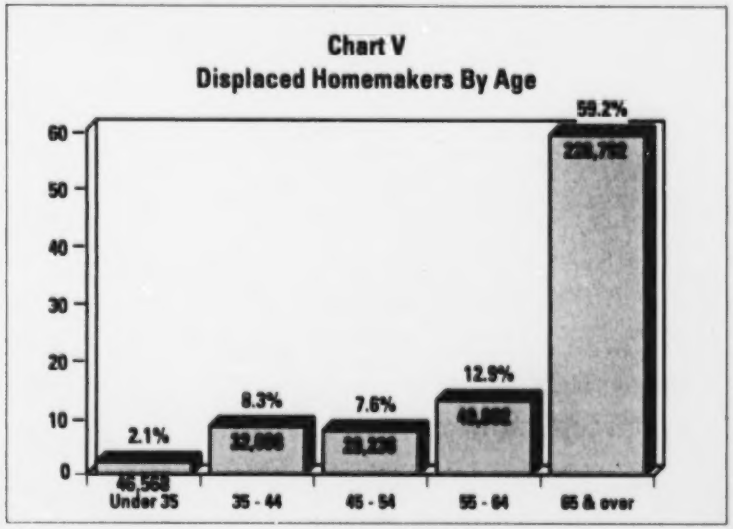
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	90%	8%	2%
Support Group	85%	12%	4%
Personal Attention	84%	10%	6%
Personal Counseling	83%	14%	3%
Women with Similar Experiences	83%	14%	4%
CAREER EXPLORATION			
Exposure to Non-Traditional	79%	12%	9%
Help Identifying Career Goals	78%	18%	4%
Getting/Staying on Track with Goals	75%	16%	10%
Career Counseling	75%	19%	6%
JOB TRAINING AND PLACEMENT*			
Skills Training	79%	18%	3%
Information About Job Openings	70%	12%	18%
Help Finding a Job	68%	14%	18%
SUPPORT SERVICES			
Help with Tuition	89%	3%	8%
Child Care	74%	11%	15%
Transportation	73%	10%	17%
Adult Dependent Care**	71%	22%	7%

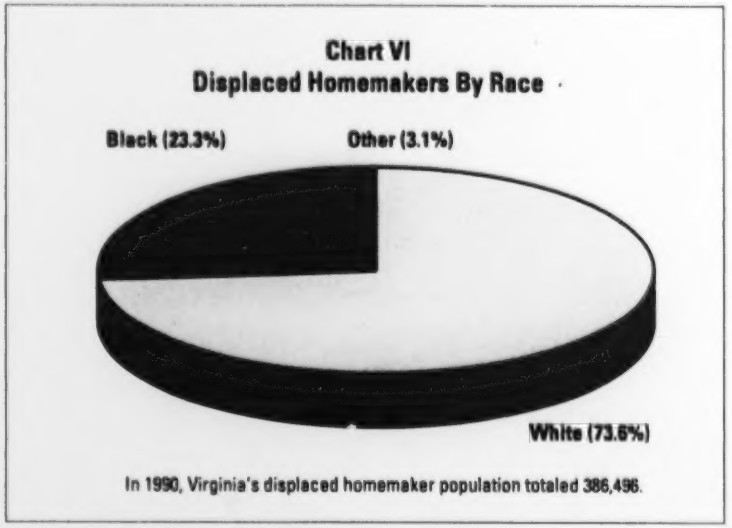
** See explanation on page 7.*

***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*

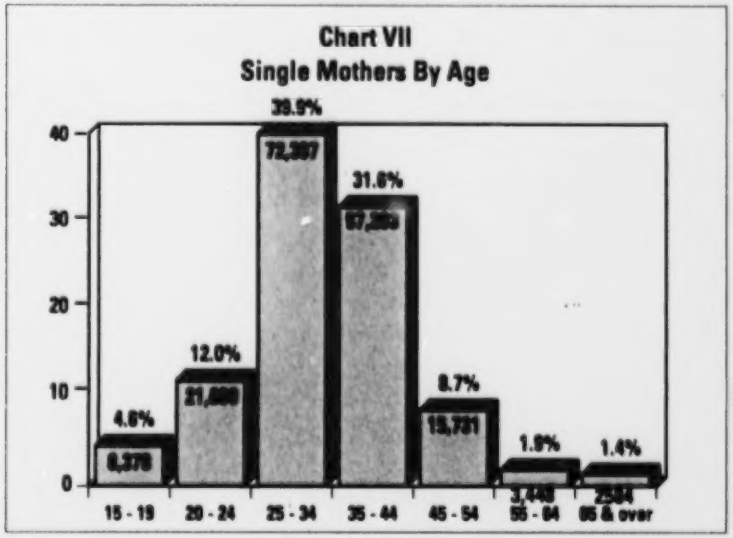
[102] Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.

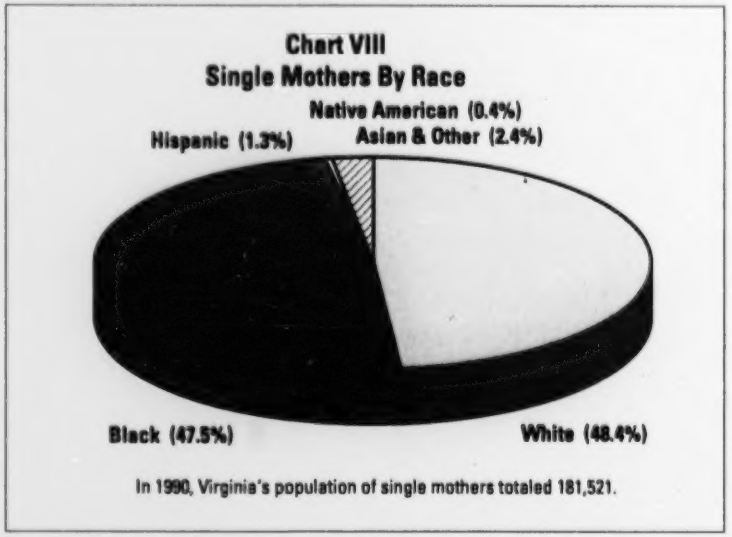
Virginia Displaced Homemakers and Single Parents by Age and Race*





In 1990, Virginia's displaced homemaker population totaled 386,496.





In 1990, Virginia's population of single mothers totaled 181,521.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

WASHINGTON

90% of Customers Rate Program Excellent or Very Good

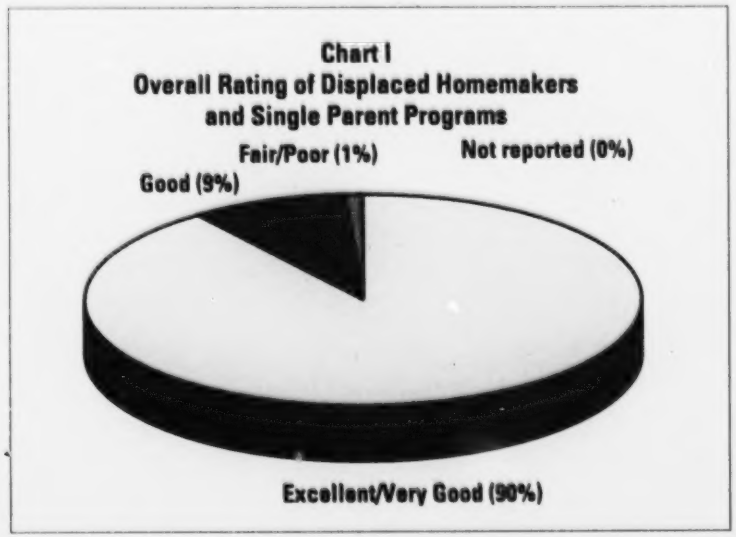
Washington Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **90% of customers from Washington rated programs as Excellent or Very Good.** Nine percent rated the programs as Good, and only 1% as Fair or Poor (Chart I).[103]

Washington displaced homemaker and single parent programs come highly recommended. **Ninety-nine percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-five percent of the customers responding from Washington believed the program to be a good use of tax dollars, and 70% felt that <u>more</u> money should be spent on the programs. Eighteen percent indicated the same amount should be spent, and 1% felt less should be spent (Chart II).



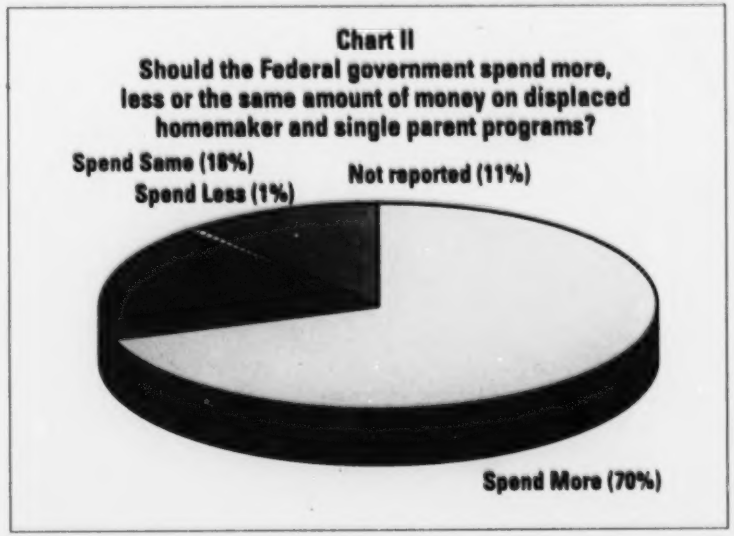
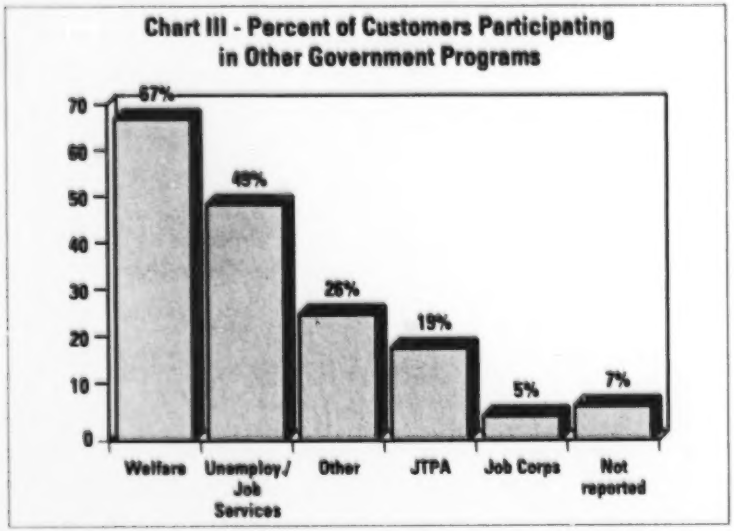


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Spend Same (18%)
Spend Less (1%)
Not reported (11%)
Spend More (70%)

[103] *Analysis based on a total of 138 questionnaires that were received from Washington program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



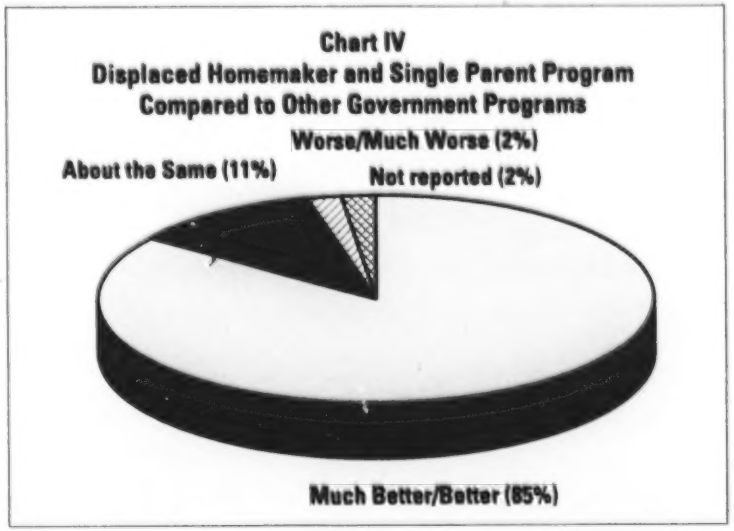


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (2%)
About the Same (11%)
Not reported (2%)
Much Better/Better (85%)

Sixty-two percent of the customers from Washington reported having participated in other government programs. Of those, 49% had experience with Unemployment or Job Services, 19% had participated in a JTPA program, and 67% had received Welfare Services (Chart III).[104]

Of those who had experience with other government programs, **85% rated the displaced homemaker or single parent program as Much Better or Better.** Eleven percent rated it About the Same, and only 2% rated it as Worse or Much Worse (Chart IV).

[104] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 85 customers who had participated in other government programs.*

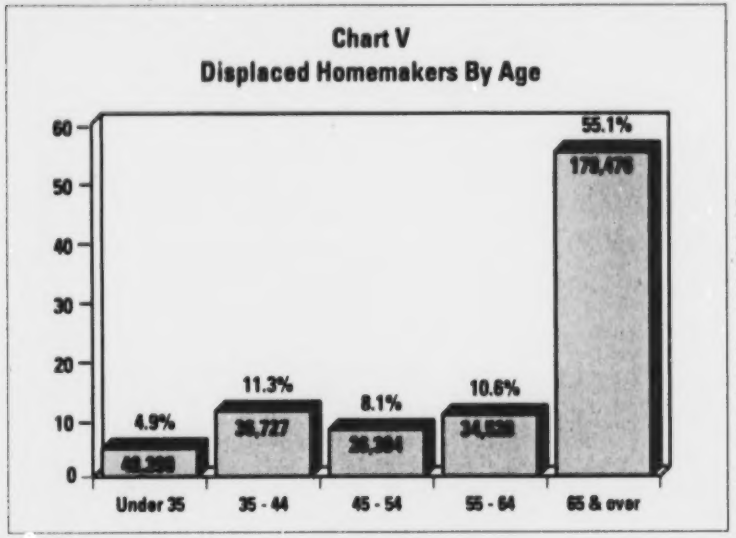
Washington's Customers Rate Program Services

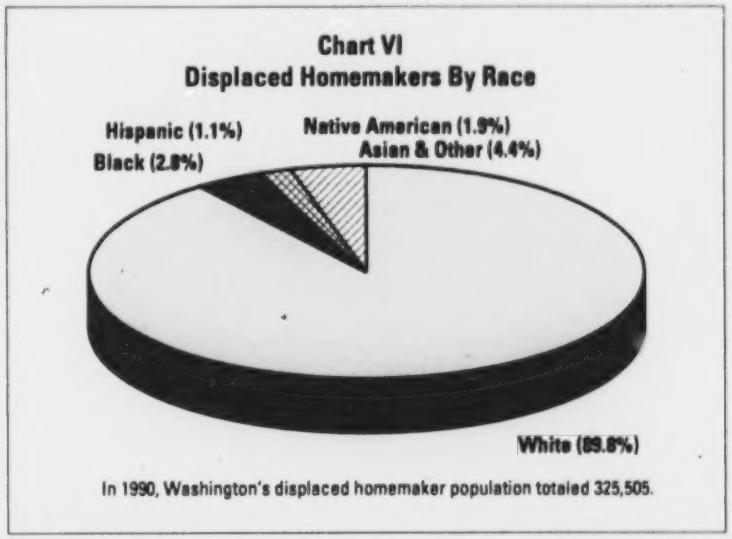
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[105]

Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	82%	13%	5%
Women with Similar Experiences	75%	21%	4%
Personal Attention	74%	14%	12%
Personal Counseling	69%	18%	14%
Support Group	68%	19%	13%
CAREER EXPLORATION			
Help Identifying Career Goals	70%	22%	8%
Career Counseling	60%	26%	14%
Getting/Staying on Track with Goals	60%	22%	18%
Exposure to Non-Traditional	50%	34%	16%
JOB TRAINING AND PLACEMENT*			
Skills Training	45%	33%	22%
Information About Job Openings	42%	32%	26%
Help Finding a Job	41%	25%	35%
SUPPORT SERVICES			
Transportation	67%	17%	16%
Help with Tuition	63%	23%	15%
Child Care	60%	24%	16%
Adult Dependent Care**	55%	26%	19%

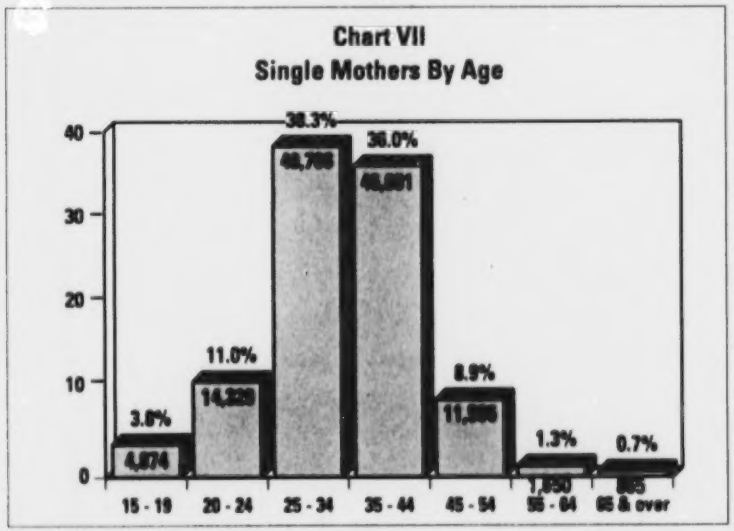
* *See explanation on page 7.*
** *Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*
[105] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

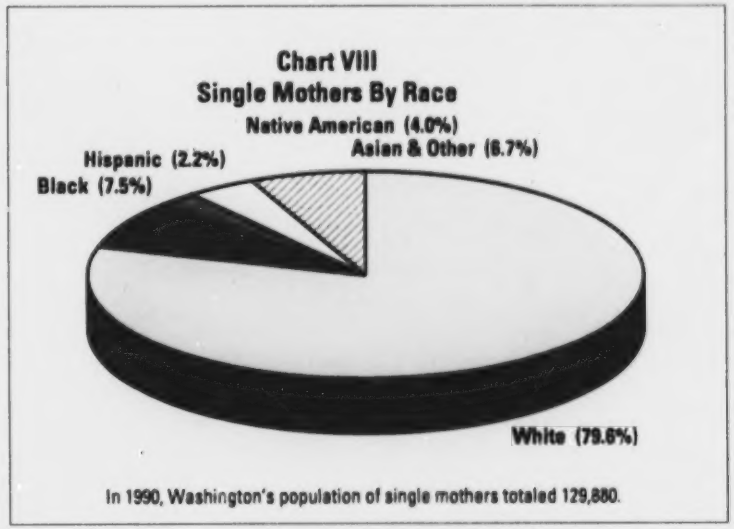
Washington Displaced Homemakers and Single Parents by Age and Race*





In 1990, Washington's displaced homemaker population totaled 325,505.





In 1990, Washington's population of single mothers totaled 129,880.

*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States

WEST VIRGINIA

81% of Customers Rate Program Excellent or Very Good

West Virginia Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **81% of customers from West Virginia rated programs as Excellent or Very Good.** Fourteen percent rated the programs as Good, and only 3% as Fair or Poor (Chart I).[106]

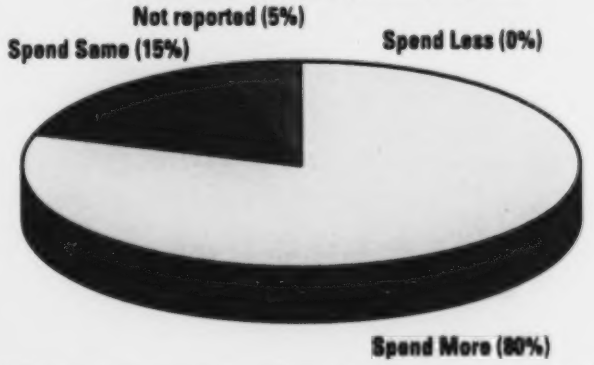
West Virginia displaced homemaker and single parent programs come highly recommended. **Ninety-seven percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-nine percent of the customers responding from West Virginia believed the program to be a good use of tax dollars, and 80% felt that more money should be spent on the programs. Fifteen percent indicated the same amount should be spent, and none felt less should be spent (Chart II).

Chart I
Overall Rating of Displaced Homemakers and Single Parent Programs

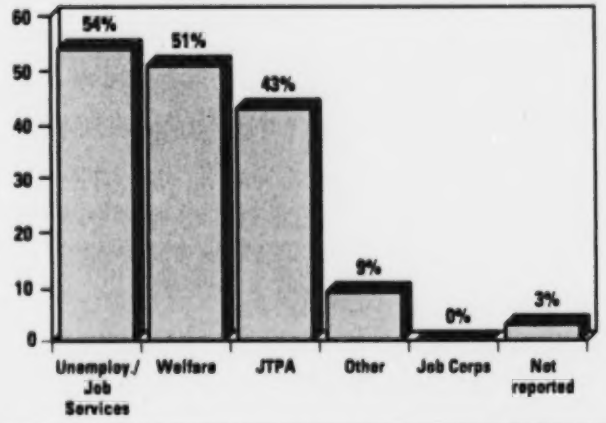
Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?



[106] *Analysis based on a total of 65 questionnaires that were received from West Virginia program participants.*

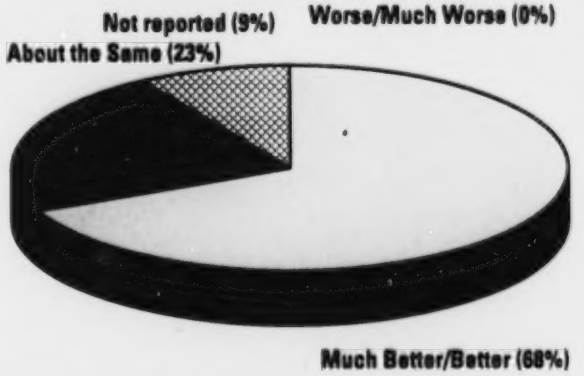
Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs

Chart III - Percent of Customers Participating in Other Government Programs



Fifty-four percent of the customers from West Virginia reported having participated in other government programs. Of those, 54% had experience with Unemployment or Job Services, 43% had participated in a JTPA program, and 51% had received Welfare Services (Chart III).[107]

Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs



Of those who had experience with other government programs, **68% rated the displaced homemaker or single parent program as Much Better or Better.** Twenty-three percent rated it About the Same, and none rated it as Worse or Much Worse (Chart IV).

[107] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 35 customers who had participated in other government programs. Small sample size (n<50) suggests caution should be used in interpreting these data.*

West Virginia's Customers Rate Program Services

Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[108]

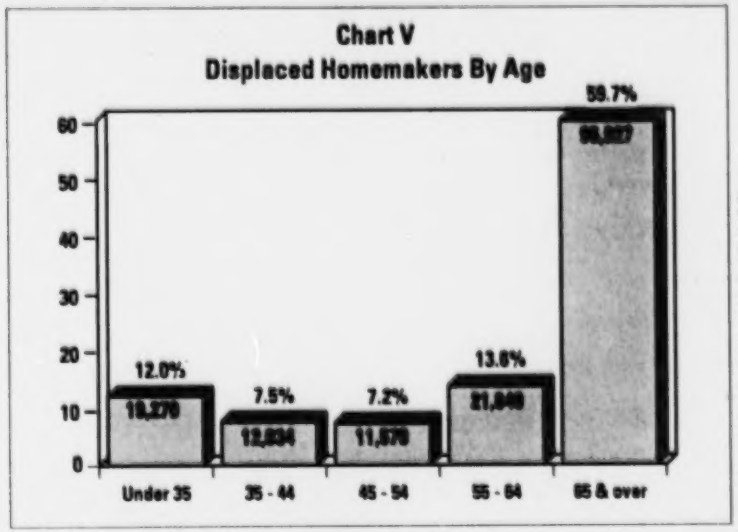
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Personal Counseling	83%	11%	7%
Self-Esteem/Self Confidence	79%	13%	8%
Personal Attention	79%	12%	9%
Women with Similar Experiences	75%	14%	11%
Support Group**	70%	20%	11%
CAREER EXPLORATION			
Help Identifying Career Goals	70%	27%	3%
Career Counseling	70%	23%	8%
Exposure to Non-Traditional**	67%	23%	10%
Getting/Staying on Track with Goals	65%	21%	14%
JOB TRAINING AND PLACEMENT*			
Skills Training**	71%	22%	6%
Help Finding a Job**	53%	16%	31%
Information About Job Openings**	51%	32%	17%
SUPPORT SERVICES			
Help with Tuition**	80%	13%	7%
Adult Dependent Care**	73%	9%	18%
Transportation**	67%	17%	17%
Child Care**	61%	28%	11%

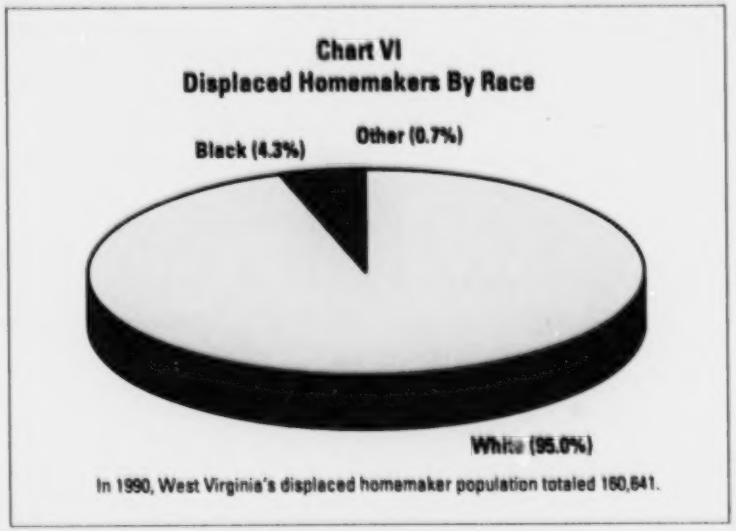
* *See explanation on page 7.*

***Note: Small sample size (n<50) obtained upon stratification. Caution should be used in interpreting these data.*

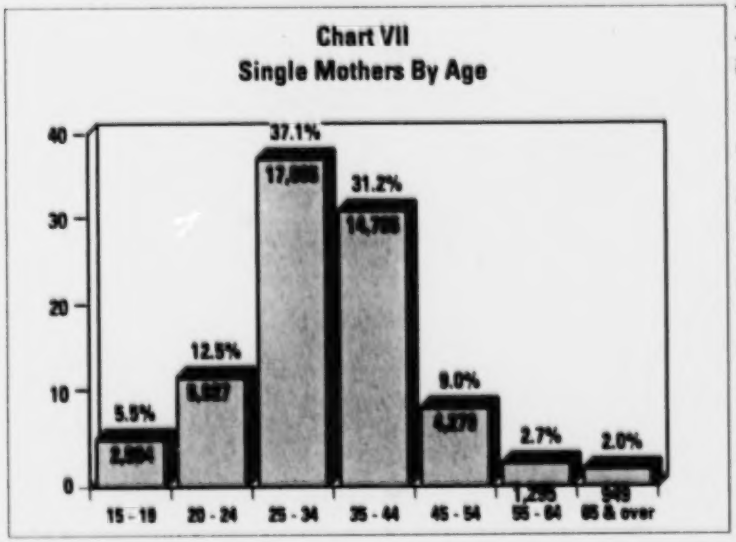
[108] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

West Virginia Displaced Homemakers and Single Parents by Age and Race*

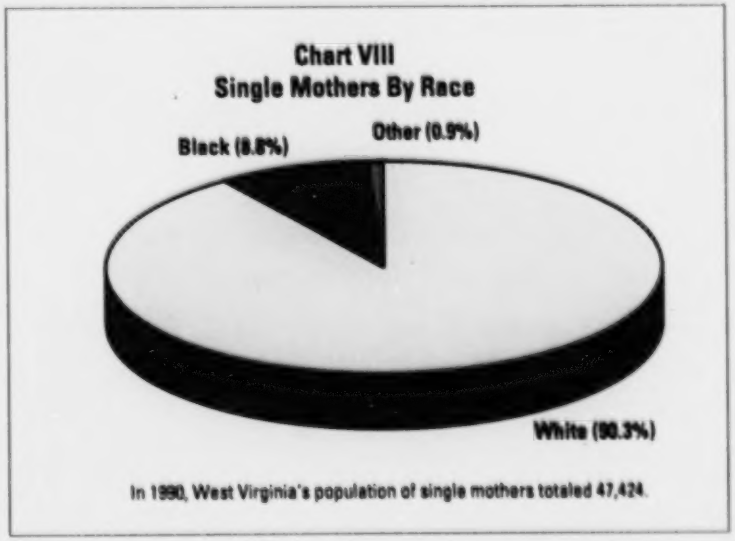




In 1990, West Virginia's displaced homemaker population totaled 160,641.



*Source: Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States



In 1990, West Virginia's population of single mothers totaled 47,424.

WISCONSIN

86% of Customers Rate Program Excellent or Very Good

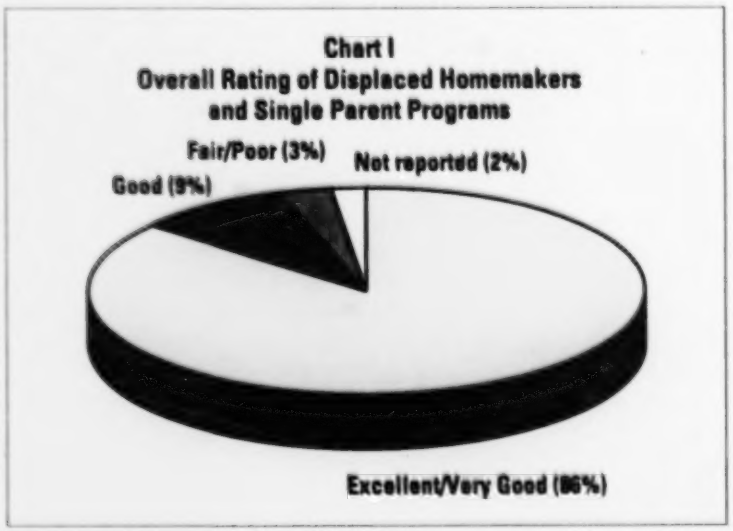
Wisconsin Customers Give High Marks to Local Programs

When asked how they would rate the single parent or displaced homemaker program they participated in, **86% of customers from Wisconsin rated programs as Excellent or Very Good.** Nine percent rated the programs as Good, and only 3% as Fair or Poor (Chart I).[109]

Wisconsin displaced homemaker and single parent programs come highly recommended. **Ninety-seven percent of customers said they would recommend the program to a friend.**

Programs Recognized as Good Use of Tax Dollars

Ninety-seven percent of the customers responding from Wisconsin believed the program to be a good use of tax dollars, and 62% felt that more money should be spent on the programs. Twenty-six percent indicated the same amount should be spent, and 2% felt less should be spent (Chart II).



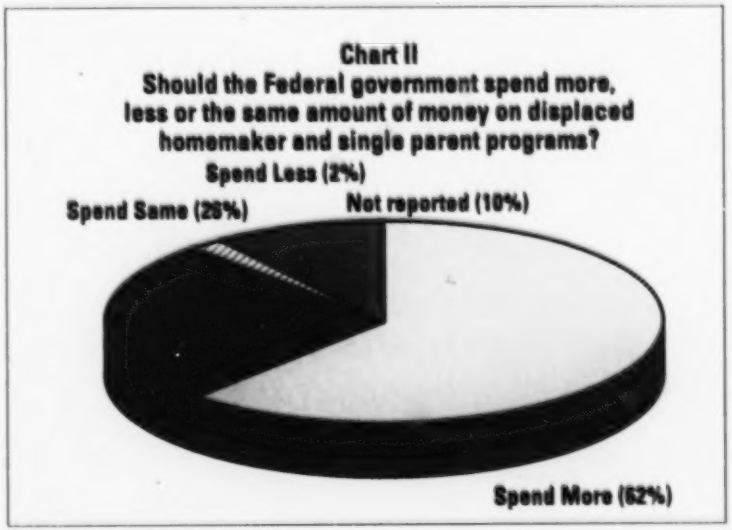
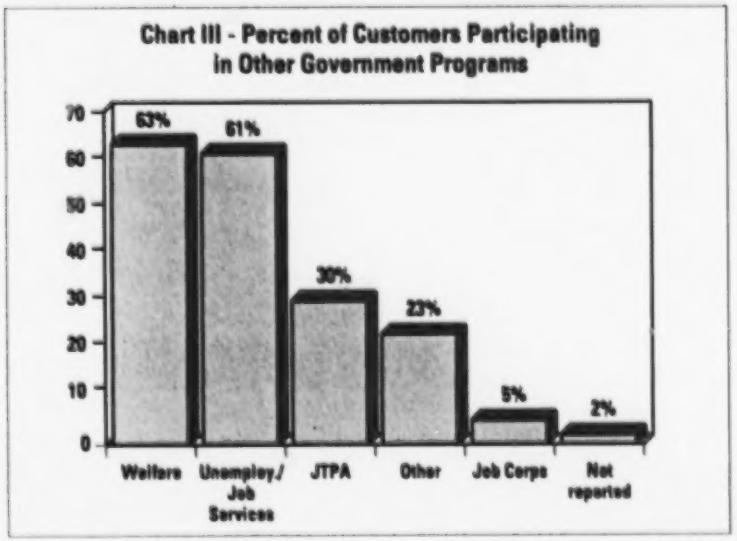


Chart II
Should the Federal government spend more, less or the same amount of money on displaced homemaker and single parent programs?
Spend Less (2%)
Spend Same (26%)
Not reported (10%)
Spend More (62%)

[109] *Analysis based on a total of 414 questionnaires that were received from Wisconsin program participants.*

Displaced Homemaker and Single Parent Programs Rated Better Than Other Government Programs



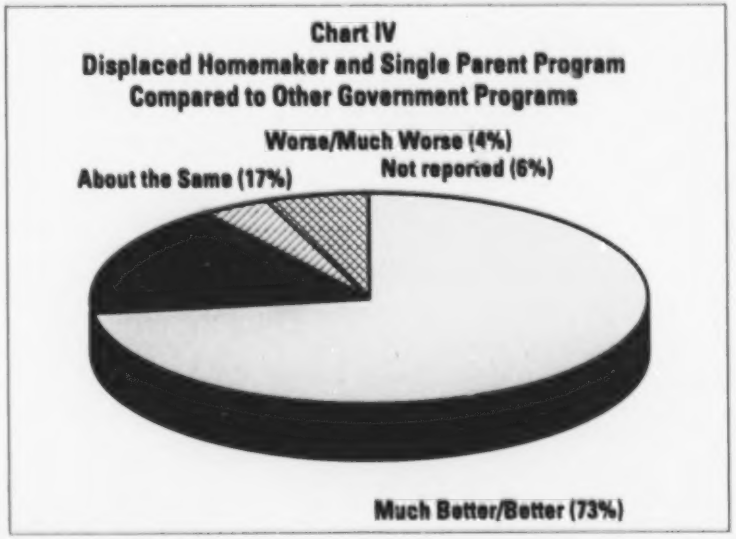


Chart IV
Displaced Homemaker and Single Parent Program Compared to Other Government Programs
Worse/Much Worse (4%)
Not reported (6%)
About the Same (17%)
Much Better/Better (73%)

Fifty-six percent of the customers from Wisconsin reported having participated in other government programs. Of those, 61% had experience with Unemployment or Job Services, 30% had participated in a JTPA program, and 63% had received Welfare Services (Chart III).[110]

Of those who had experience with other government programs, **73% rated the displaced homemaker or single parent program as Much Better or Better.** Seventeen percent rated it About the Same, and only 4% rated it as Worse or Much Worse (Chart IV).

[110] *Note: Individuals may have participated in more than one of these programs. Percentages based on a total of 232 customers who had participated in other government programs.*

Wisconsin's Customers Rate Program Services

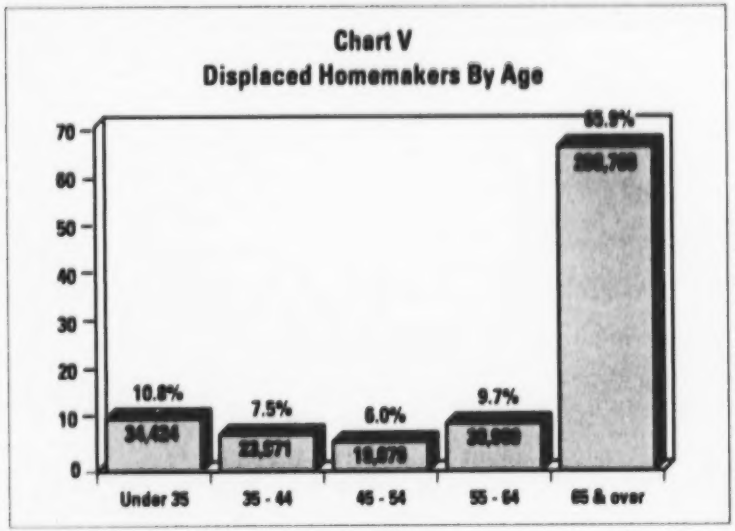
Displaced homemaker and single parent programs specialize in individually-targeted pre-employment training and counseling services. Program customers were asked to rate various services they received from the program.[111]

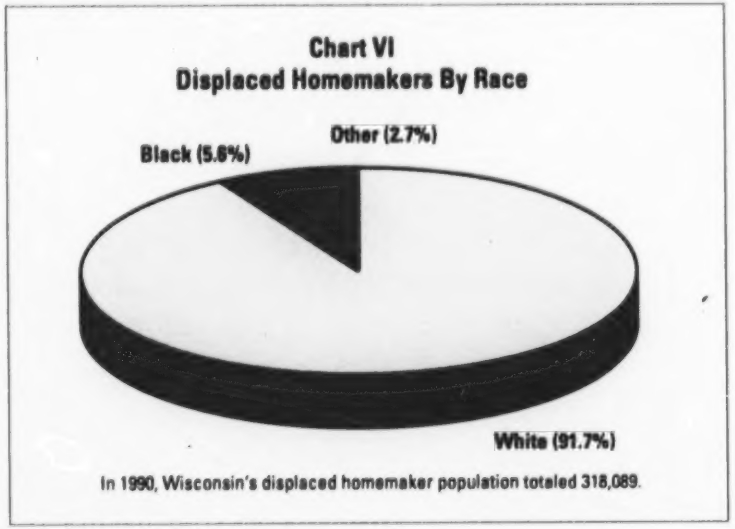
Program Element	*Excellent or Very Good*	*Good*	*Fair or Poor*
LIFE SKILLS DEVELOPMENT			
Self-Esteem/Self Confidence	82%	14%	5%
Women with Similar Experiences	79%	15%	7%
Support Group	76%	17%	8%
Personal Attention	75%	17%	9%
Personal Counseling	72%	22%	7%
CAREER EXPLORATION			
Help Identifying Career Goals	67%	23%	10%
Exposure to Non-Traditional	65%	24%	12%
Getting/Staying on Track with Goals	63%	24%	14%
Career Counseling	62%	27%	12%
JOB TRAINING AND PLACEMENT*			
Skills Training	55%	27%	18%
Information About Job Openings	46%	28%	26%
Help Finding a Job	31%	32%	37%
SUPPORT SERVICES			
Transportation	71%	15%	14%
Child Care	71%	16%	13%
Help with Tuition	68%	19%	13%
Adult Dependent Care	56%	21%	23%

* *See explanation on page 7.*

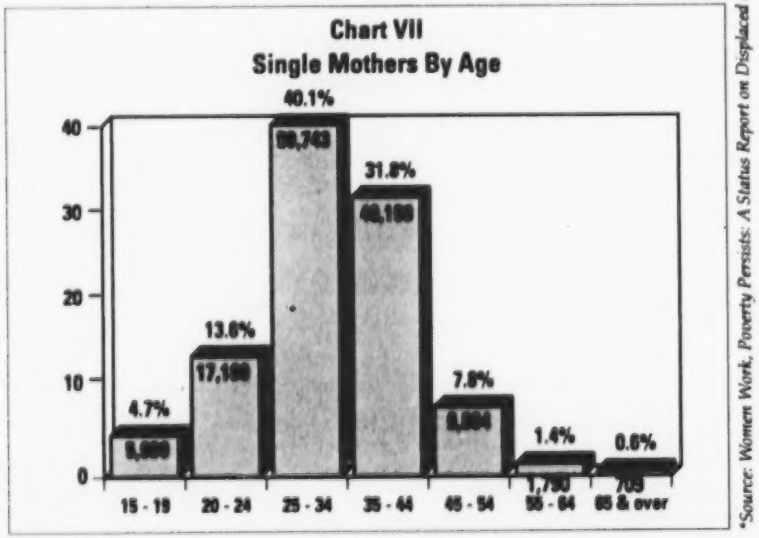
[111] *Note: Percentages based on total number of respondents who utilized each particular service. Not every service was available to every customer, or some may have chosen not to use a particular service.*

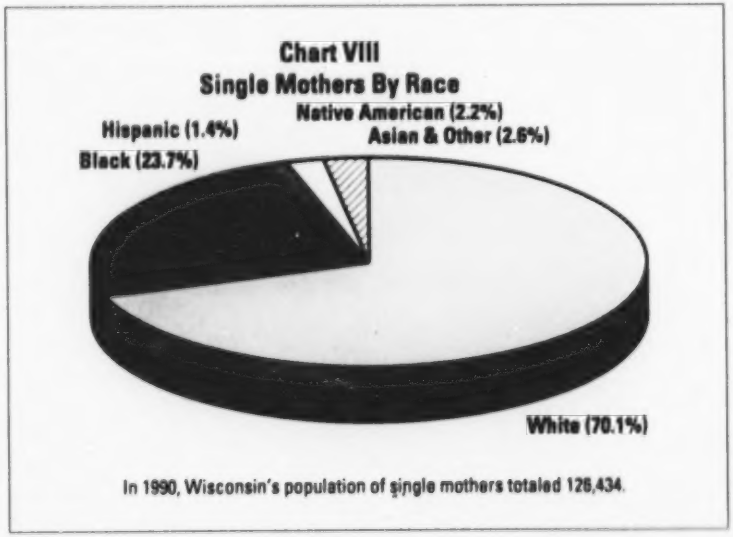
Wisconsin Displaced Homemakers and Single Parents by Age and Race*





In 1990, Wisconsin's displaced homemaker population totaled 318,089.





In 1990, Wisconsin's population of single mothers totaled 126,434.

*Source: *Women Work, Poverty Persists: A Status Report on Displaced Homemakers & Single Mothers in the United States*

Women Work! The National Network for Women's Employment is a membership organization, rooted in the Displaced Homemakers Movement, dedicated to empowering women from diverse backgrounds and assisting them to achieve economic self-sufficiency through job readiness, education, training, and employment. In addition to individuals throughout the country, Network members include more than 1,000 education, training, and employment programs. The Network is committed to ongoing, comprehensive public education to build awareness of the needs of and support for mid-life and older displaced homemakers and other women entering, reentering, and/or training for the work force. The Network collects data, disseminates information, provides training and technical assistance and acts as a communication link to programs, agencies and educational institutions. The Network affects public by working with lawmakers, and business leaders and labor to create and strengthen programs and policies for women.

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